



LANDMARK[®] HOME WARRANTY

DELIVERING REMARKABLE SERVICE

www.landmarkhw.com



BEST REGIONAL co.
2014 - 2016

www.homewarrantyreviews.com



WHICH PLAN FITS YOUR NEEDS?

	TOTAL PROTECTION PLAN	HOME SYSTEMS PLAN
SERVICES		
A/C and Heating Pre-Season Tune-up	✓	✓
Pest Control	✓	✓
Subterranean Termite Treatment	✓	✓
NO FAULT COVERAGE		
Improper Installations, Repairs, or Modifications	✓	✓
Mismatched Indoor and Outdoor Systems	✓	✓
Haul Away	✓	✓
AIR CONDITIONER/HEATER		
Ducted Electric Central A/C Systems <i>(Unlimited Units)</i>	✓	✓
Forced Air, Gas, or Electric Heating Systems <i>(Unlimited Units)</i>	✓	✓
HVAC Modifications	✓	✓
Refrigerant Recovery, Recapture, and Recharge	✓	✓
Air Source Heat Pumps	✓	✓
ELECTRICAL		
Wiring, Plugs, Switches, and Fuses	✓	✓
Panels and Subpanels	✓	✓
Junction Boxes and Circuit Breakers	✓	✓
Conduit	✓	✓
Ceiling and Exhaust Fans <i>(Including Kitchen Exhaust Fan)</i>	✓	✓
PLUMBING		
Water Heaters <i>(up to 70 gal., unlimited units, failure from sediment)</i>	✓	✓
Tankless Water Heaters	✓	✓
Plumbing Pipe Leaks	✓	✓
Drain Line Stoppages	✓	✓
Toilets	✓	✓
Whirlpool Motor and Pump Assembly	✓	✓
Shower and Diverter Valves	✓	✓
Faucets, Shower Heads, and Arms	✓	✓
Pressure Regulators	✓	✓
Interior Hose Bibbs	✓	✓
Hydrojetting	✓	✓
APPLIANCES		
Garage Door Opener	✓	
Dishwasher	✓	
Garbage Disposal	✓	
Oven / Range / Cooktop	✓	
Built-In Microwave	✓	
Kitchen Refrigerator	✓	
Washer and Dryer <i>(per set)</i>	✓	
Central Vacuum	✓	
	TOTAL PROTECTION PLAN	HOME SYSTEMS PLAN

CHOOSE YOUR PRICING:

		TOTAL PROTECTION PLAN	HOME SYSTEMS PLAN
CHOOSE A SERVICE CALL FEE	\$70	\$675	\$425
	\$100	\$610	\$360

For more information, please call [866.507.1800](tel:866.507.1800)

EASY ORDER APPLICATION

PROCESSING

ORDER ONLINE 24/7:

www.landmarkhw.com/order

Order your home warranty online and get a confirmation and invoice, provided instantly.

ORDER BY PHONE:

PHONE: 866-306-2999

Available Monday - Friday 7am to 7pm and Saturday 9am to 5pm MT.

REQUEST A QUOTE:

quote@landmarkhw.com

Send an email to quote@landmarkhw.com to get a free, personalized quote for your home.

PLAN SELECTION GUIDE

CHOOSE YOUR PLAN:

Choose the plan based on the type of home you own:

Single-Family Home,
Condominium, Townhome, Mobile Home

\$70 SERVICE CALL FEE

HOME SYSTEMS PLAN with \$70 service call fee \$425

TOTAL PROTECTION PLAN with \$70 service call fee \$675

\$100 SERVICE CALL FEE

HOME SYSTEMS PLAN with \$100 service call fee \$360

TOTAL PROTECTION PLAN with \$100 service call fee \$610

Duplex

\$70 SERVICE CALL FEE

HOME SYSTEMS PLAN with \$70 service call fee \$675

\$100 SERVICE CALL FEE

HOME SYSTEMS PLAN with \$100 service call fee \$635

Triplex

\$70 SERVICE CALL FEE

HOME SYSTEMS PLAN with \$70 service call fee \$900

\$100 SERVICE CALL FEE

HOME SYSTEMS PLAN with \$100 service call fee \$860

Fourplex

\$70 SERVICE CALL FEE

HOME SYSTEMS PLAN with \$70 service call fee \$1200

\$100 SERVICE CALL FEE

HOME SYSTEMS PLAN with \$100 service call fee \$1160

ADD A LA CARTE OPTIONS:

Multiply price by number of units if multi-unit property

GARAGE DOOR OPENER	\$40	<input type="checkbox"/>
GARBAGE DISPOSAL.....	\$15	<input type="checkbox"/>
DISHWASHER.....	\$40	<input type="checkbox"/>
OVEN, RANGE AND COOKTOP.....	\$45	<input type="checkbox"/>
BUILT-IN MICROWAVE.....	\$25	<input type="checkbox"/>
KITCHEN FRIDGE.....	\$50	<input type="checkbox"/>
WET BAR FRIDGE.....	\$25	<input type="checkbox"/>
WASHER AND DRYER.....	\$85	<input type="checkbox"/>
CENTRAL VACUUM.....	\$20	<input type="checkbox"/>
STAND ALONE FREEZER.....	\$40	<input type="checkbox"/>
WATER SOFTENER.....	\$45	<input type="checkbox"/>
ROOF LEAK REPAIR**.....	\$100	<input type="checkbox"/>
EXTERIOR PIPE LEAK REPAIR**.....	\$100	<input type="checkbox"/>
SWIMMING POOL AND HOT TUB**.....	\$160	<input type="checkbox"/>
SALT WATER SWIMMING POOL AND HOT TUB**.....	\$340	<input type="checkbox"/>
FREESTANDING ICEMAKER.....	\$45	<input type="checkbox"/>
SEPTIC SYSTEM AND PUMPING.....	\$85	<input type="checkbox"/>
GRINDER PUMP**.....	\$150	<input type="checkbox"/>
BOOSTER AND WELL PUMP	\$150	<input type="checkbox"/>
WELL PUMP.....	\$90	<input type="checkbox"/>
GUEST HOUSE HOME SYSTEMS PLAN	\$145	<input type="checkbox"/>
TOTAL PROTECTION ADD ON	\$250	<input type="checkbox"/>

**Available for single-family homes only

ADD UP PLAN PRICE AND À LA CARTE FOR TOTAL:

TOTAL: \$ _____

Call 866-306-2999 or order online at
www.landmarkhw.com/order using this form.

A. SERVICE OVERVIEW

- In accordance with the terms of this Contract, Landmark Home Warranty, hereinafter also referred to as LHW, agrees to repair or replace systems and appliances mentioned as covered for the Contract Holder, hereinafter also referred to as You.
- LHW will repair or replace systems and appliances mentioned as covered that:
 - Are in proper working order on the effective date of this Contract;
 - Have become inoperable due to normal usage after the effective date of this Contract and are reported during the term of this Contract;
 - Are properly installed and located within the perimeter of the main foundation or detached garage, except those noted with an “*”.
- Coverage under this contract also includes malfunctions of covered items which occur during the contract term resulting from the following situations prior to and during the contract term, limited to \$250 per occurrence:
 - Improper installations, repairs, or modifications;**
 - Mismatched systems where the indoor and outdoor units were not properly matched to each other in capacity or efficiency for proper operation.**
- LHW will determine, at its sole discretion, whether a covered system or appliance will be repaired or replaced.
- LHW will haul away covered defective equipment during a covered replacement, limited to \$100 per occurrence.**
- Contract is for Contract Holder’s residential dwelling, less than 5,000 square feet. Homes over 5,000 square feet require additional fees. Call 866.306.2999 for quote.
- Where the premises covered by this Contract are a condominium or multiple units, obligations are limited to the confines of the unit. Common equipment is excluded.
- LHW reserves the right to repair and/or replace systems and appliances with non-original manufacturer parts, including rebuilt or refurbished parts. We are responsible for providing installation of equipment comparable in features, capacity, and efficiency, but not dimensions, color, or brand.
- LHW reserves the right to provide cash in lieu of repair or replacement when an item is not repairable and a replacement item is no longer available. The cash in lieu amount is the dollar amount LHW would pay (which can be less than retail cost) for parts and labor of said covered items, less the incurred cost of the contractor’s diagnosis. Once cash in lieu is provided, LHW is no longer responsible for repair or replacement of the system or appliance for the duration of the Contract.
- This Contract is limited to one unit per covered system or appliance (unless specifically noted or additional options purchased).
- This Contract covers only the items mentioned as covered and excludes all others and is subject to the limitations, exclusions and provisions stated in this contract.

B. CONTRACT EFFECTIVE DATES

- Direct to Consumer Contract:** Contracts that are not part of a renewal, real estate transaction or listing, include a 30-day wait period before a claim can be opened. Coverage begins 30 days after the first payment date, whether monthly or annual payment method. The initial annual term provides 12 months of coverage following the 30-day wait period. All annual renewal terms thereafter will include 12 months of coverage.
- Renewal Contract:** Coverage becomes effective one year following the effective date of the prior year’s contract. Payment, whether monthly or paid in full, is due on or before the effective date of the new contract year.
- Monthly payments must be made by credit or debit card (Visa, MasterCard, Discover, or American Express) and are subject to a \$5 per month transaction processing fee.

C. TO REQUEST SERVICE

- Service requests can be initiated online at www.landmarkhw.com or via phone at 866.306.2999, 24 hours a day, 7 days a week.
- LHW must be notified as soon as the malfunction is discovered.
- Due to LHW at the time you place your service request, and for each covered service or item for which you are requesting service, you will be charged a service call fee. Each service call fee is \$70, unless you are requesting and actually receive subterranean termite treatment service, for which the service call fee is \$195.
- After you have made a service request and provided a valid payment source along with approval to charge to that source any applicable service call fee or other fees owed LHW, if your request pertains to a covered item or service under your Contract, LHW will dispatch an LHW selected independent service contractor for the trade applicable to your service request to evaluate the circumstances associated with your service request.
- Unless otherwise required by law, LHW will not provide service until any past due fee, including but not limited to, any past due service call fee has been paid. It is your responsibility to provide access and clear non-related items away from the area that requires service. In the event the area is not accessible, the contractor may have to return at a later date, and you will be responsible for an additional service call fee.
- Upon your request, LHW will determine if expedited services are necessary and available, and will make reasonable efforts to expedite services accordingly. You will be notified if additional fees apply.
- LHW reserves the right to obtain a second opinion at LHW’s expense. LHW may, in its sole discretion, authorize your request for a second opinion by an LHW contractor and you will be responsible for the payment of an additional service call fee.
- Service work is guaranteed for 30 days.
- In some instances, LHW may offer you the option of finding your own contractor to provide diagnosis and possible subsequent repair. In this instance, your contractor must provide a diagnosis and itemized bid to LHW before any work is performed. LHW will not reimburse you for services performed by your own contractor without prior authorization.

D. THIS CONTRACT DOES NOT COVER:

- Repairs or replacement required as a result of fire, freeze, flood, or other acts of God; accidents; vandalism; neglect; misuse; abuse; missing parts; cosmetic defects; design flaws; manufacturer defects; structural defects; power failure, shortage, surge or overload; inadequate capacity; or damages due to pests or pets.
- Living spaces detached from main home, unless additional option is chosen (Guest House Home Systems Plan).
- Repairs or replacement required as a result of failure to clean or maintain, according to manufacturer specifications.
- Repairs or replacement required as a result of improper previous or attempted repair known prior to the effective date of the contract. See service overview 3a.
- Repairs or replacement required as a result of improper installation known prior to the effective date of the contract. See service overview 3a.
- Consequential or secondary damage, including consequential damages due to a service contractor’s conventional repair efforts of the primary item.
- Failure to provide timely service due to conditions beyond LHW’s control, including but not limited to, part or equipment delays or labor difficulties.
- Commercial properties and/or residential properties being used for commercial purposes.
- Systems or appliances classified by the manufacturer as commercial and/or commercial equipment modified for domestic use.

CONTRACT

D. THIS CONTRACT DOES NOT COVER: *(continued)*

10. Diagnosis, repair, removal, or remediation of mold, mildew, rot, or fungus, or any damages resulting from or related to mold, mildew, rot, or fungus, even when caused by or related to the malfunction, repair, or replacement of a covered system or appliance.
11. Providing or closing access to covered items, except as noted under limits for plumbing, electrical, and ductwork. LHW is not responsible for additional charges to remove or install systems, appliances, or non-related equipment; nor does LHW cover the cost of restoration of wall coverings, floor coverings, countertops, etc.
12. Cost for cranes or other lifting equipment.
13. Cost relating to permits.
14. Performance of services involving hazardous or toxic materials, including but not limited to, asbestos, mold, lead paint, or sanitation of sewage spills; costs related to disposal of hazardous or toxic materials.
15. Removal of non-covered systems and appliances.
16. Cost of construction, carpentry, or other modifications made necessary by a covered repair or replacement, except as noted in A/C and Heating System.
17. Items covered by a manufacturer, distributor, builder, or an extended warranty.

E. TRANSFER

1. This Contract is transferable to a new Contract Holder at the same property address for a \$25 administration fee. You must notify LHW of this transfer by calling 866.306.2999.

F. RENEWAL

1. All notices regarding your Contract will be sent to your last email and/or mailing address of record.
2. At our discretion only, your Contract may automatically renew at the end of each Contract term for another one-year term. You agree that we may automatically renew your Contract and charge your account on the one-year anniversary of your Contract effective date, unless you cancel your Contract before the expiration date.
3. If LHW elects to renew your Contract, LHW will notify you of prevailing rates and terms approximately 45 days prior to the expiration of coverage.
4. The renewal payment is due on the renewal contract effective date and will automatically be charged to the same credit card that you used for the original Contract or the most recent renewal. Please notify LHW before the renewal contract effective date of any changes to your email, account, or billing information.

G. CANCELLATION

1. LHW may not cancel this Contract during the initial term for which it was issued, except for any of the following reasons:
 - a. Contract Holder does not pay a fee or charge due under the terms of this Contract.
 - b. Contract Holder engages in fraud or misrepresentation of facts material to the issuance of the Contract.
 - c. Upon mutual agreement between you and LHW.
 - d. If you harass, harm, or threaten the safety or well being of any employee of LHW, our independent contractors, or any property of LHW or of our independent contractors.
2. Contract Holder may cancel at any time.
 - a. If canceled within 30 days of Contract effective date, and no service request has been made, the Contract Holder is entitled to a full refund of paid Contract fees.
 - b. If Contract is canceled beyond 30 days of Contract effective date, or within 30 days of Contract effective date and services have been performed by LHW, Contract Holder shall be entitled to a pro rata refund of the paid Contract fee for the unexpired term, less a \$75 cancellation fee and any actual service costs incurred by LHW.
 - c. If monthly payment Contract Holder, \$75 cancellation fee will be collected upon cancellation.

H. MISCELLANEOUS

RIGHT TO CONTACT:

LHW may use Contract Holder's contact information to perform business functions and to contact the Contract Holder when necessary. LHW may also use this information to notify the Contract Holder about new products or services and special promotions offered by LHW or any of its affiliates. LHW will not sell, rent or lease Contract Holder's contact information to third parties.

MANDATORY ARBITRATION:

Any claim, dispute, or controversy, regarding any contract, tort, statute, or otherwise ("Claim"), arising out of or relating to this agreement or the relationships among the parties hereto, shall be resolved by one arbitrator through binding arbitration administered by the American Arbitration Association ("AAA"), under the AAA Commercial or Consumer, as applicable, Rules in effect at the time the Claim is filed ("AAA Rules"). Copies of the AAA Rules and forms can be located at www.adr.org, or by calling 1-800-778-7879. The arbitrator's decision shall be final, binding, and non-appealable. Judgment upon the award may be entered and enforced in any court having jurisdiction. This clause is made pursuant to a transaction involving interstate commerce and shall be governed by the Federal Arbitration Act. Neither party shall sue the other party other than as provided herein or for enforcement of this clause or of the arbitrator's award; any such suit may be brought only in Federal District Court for the District or, if any such court lacks jurisdiction, in any state court that has jurisdiction. The arbitrator, and not any federal, state, or local court, shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, unconscionability, arbitrability, enforceability, or formation of this Agreement, including any claim that all or any part of the Agreement is void or voidable. However, the preceding sentence shall not apply to the clause entitled "Class Action Waiver."

CLASS ACTION WAIVER:

Any Claim must be brought in the parties' individual capacity, and not as a plaintiff or class member in any purported class, collective, representative, multiple plaintiff, or similar proceeding ("Class Action"). The parties expressly waive any ability to maintain any Class Action in any forum. The arbitrator shall not have authority to combine or aggregate similar claims or conduct any Class Action nor make an award to any person or entity not a party to the arbitration. Any claim that all or part of this Class Action Waiver is unenforceable, unconscionable, void, or voidable may be determined only by a court of competent jurisdiction and not by an arbitrator. The parties understand that they would have had a right to litigate through a court, to have a judge or jury decide their case, and to be party to a class or representative action; however, they understand and choose to have any claims decided individually, through arbitration.

NOTICE: You the buyer have other rights and remedies under the Texas Deceptive Trade Practices-Consumer Protection Act which are in addition to any remedy which may be available under this contract. For more information concerning your rights, contact the consumer protection division of the Attorney General's office, your local district or county attorney or the attorney of your choice.

This Contract is issued pursuant to a license granted by the Texas Real Estate Commission, and complaints in connection with this Contract may be directed to the commission at P.O. Box 12188, Austin, Texas 78711, (512) 936-3049. The purchase of a home warranty contract is optional, and similar coverage may be purchased through other residential service companies or insurance companies authorized to transact business in Texas.

PLANS

I. HOME SYSTEMS PLAN

\$70 SERVICE CALL FEE

DIRECT TO CONSUMER / RENEWAL CONTRACT

SINGLE-FAMILY RESIDENCE.....	\$425
CONDOMINIUM.....	\$425
DUPLEX.....	\$675
TRIPLEX.....	\$900
FOURPLEX.....	\$1200

\$100 SERVICE CALL FEE

DIRECT TO CONSUMER / RENEWAL CONTRACT

SINGLE-FAMILY RESIDENCE.....	\$360
CONDOMINIUM.....	\$360
DUPLEX.....	\$635
TRIPLEX.....	\$860
FOURPLEX.....	\$1160

AIR CONDITIONING* AND HEATING SYSTEM

COVERED: All components and parts of the following air conditioning and heating systems: ducted electric central air conditioning systems; forced air, gas, or electric central heating systems; air source heat pumps; all mechanical parts thereof, including but not limited to thermostats and leaks in accessible refrigerant lines. **Refrigerant recovery, recapture and recharge limited to \$20.00 per pound.** Multiple units covered.

EFFICIENCY AND MODIFICATIONS: If LHW determines a covered air conditioning or heating unit must be replaced according to the terms of the Contract, and equipment compatible with the inoperable unit is not available, LHW will replace the inoperable unit with one that meets the current federal, state, and/or local government efficiency standards. During a covered repair or replacement of heating or air conditioning equipment, LHW includes modifications to the following items, as needed to complete the repair or replacement, limited to \$500: air handling transition; plenum; duct transition; flues; flex piping; refrigerant lines; drain pans and lines; and indoor electrical.

EXCLUSIONS: Water source heat pumps; boiler and radiant heat systems; wall units; window units; water evaporative coolers; portable units; chiller systems and chiller components; solar heating; oil or diesel heating systems; units in excess of 5-ton capacity; fireplaces of any kind (even if main source of heat) and key valves; wood, pellet, or gas stoves; humidifiers; filters; electronic air cleaners; computerized HVAC management systems or zone controllers; flues and vents; roof jacks or stands; condenser casings; deionizers; registers; grills; pre-coolers; leak detection tests; structural modifications required in connection with any covered repair; inaccessible and/or wall obstructed refrigerant lines; drain and condensate pans, except as noted in "Efficiency and Modifications"; failure or inadequacy caused by system operation outside of manufacturer specifications.

LIMITS: \$500 maximum for diagnosis, repair, or replacement of ductwork. LHW will provide access through unobstructed walls, ceilings, and floors only, and will provide cash in lieu of returning the access opening to rough finish condition in the following amounts: smaller than 5 square feet: \$40; 5-10 square feet: \$65.

AIR CONDITIONING* TUNE-UP

COVERED: For the applicable service call fee, LHW will perform one air conditioner tune-up as follows: calibrate thermostat; test temperature split; check refrigerant levels and system pressures; perform amp draw on condenser and evaporator motors and compressor; clean condenser coils; check contactors; check condensate lines; clean and tighten electrical connections; test capacitors; and test safety switches.

NOTE: In the event a Contract Holder places an additional service request while the contractor is performing a tune-up at their home, the Contract Holder is required to pay an additional service call fee.

LIMITS: Tune-ups are covered for one unit. Contract Holder will be responsible to pay the service contractor \$30 for each additional unit.

HEATING TUNE-UP

COVERED: For the applicable service call fee, LHW will perform one heating system tune-up as follows: calibrate thermostat; check heat operations; clean and tighten electrical connections; inspect pilot system; test safety switches; test limit switches; and clean burners.

NOTE: In the event a Contract Holder places an additional service request while the contractor is performing a tune-up at their home, the Contract Holder is required to pay an additional service call fee.

LIMITS: Tune-ups are covered for one unit. Contract Holder will be responsible to pay the service contractor \$30 for each additional unit.

PLUMBING SYSTEM

COVERED: Gas or electric water heaters up to 70 gallons (multiple units

covered), including but not limited to failure caused by sediment; tankless water heaters; plumbing pipe leaks; clearing of drain line stoppages through an accessible cleanout, up to 100 feet from access point, including hydrojetting when stoppage cannot be cleared by a standard 100 foot sewer cable; recirculating pump; toilets and related mechanisms; toilet wax ring seals; built-in bathtub whirlpool motor, pump, and air switch assemblies; valves for shower, tub, and diverter valves; ball valves; gate valves; faucets, shower arms and shower heads (replaced with chrome builders standard, when necessary); interior hose bibbs; pressure regulators; permanently installed sump pumps (ground water only).

EXCLUSIONS: Stoppages caused by collapsed, damaged, or broken drain, vent, or sewer lines outside the home's main foundation; stoppages or breaks caused by roots or non biodegradable objects; cameras; flow restrictions in fresh water lines; bathtubs; sinks; showers; shower enclosures and base pans; toilet lids and seats; whirlpool jets; caulking; grouting; water filtration/purification system; septic tanks; holding or storage tanks; saunas or steam rooms; costs to locate or access cleanouts, including through roof vents; cost to install cleanouts; external hose bibbs; polybutylene piping; leak detection tests; water heater expansion tanks; icemaker water lines; water softeners; inadequate or excessive water pressure; sewage ejector pump; all other parts and repairs that are not listed as covered.

LIMITS: \$1,000 maximum for diagnosis, repair, or replacement for leaks in concrete-encased water, drain, or gas lines. LHW will provide access through unobstructed walls, ceilings, and floors only, and will provide cash in lieu of returning the access opening to rough finish condition in the following amounts: smaller than 5 square feet: \$40; 5-10 square feet: \$65. Obstructions to plumbing are the Contract Holder's responsibility to remove and include: tile, cabinetry, or any other items permanently affixed or requiring additional work to remove. Toilet tanks and bowls replaced with builders standard, when necessary. Limit one sewer stoppage clearing per sewer line or secondary waste line. \$800 maximum for diagnosis, repair, or replacement of tankless water heaters.

ELECTRICAL SYSTEM

COVERED: Wiring; panels and subpanels*; plugs; switches and fuses; junction boxes; circuit breakers; conduit; exhaust fans including kitchen exhaust fan, ceiling fans.

EXCLUSIONS: Light fixtures; wireless remotes; ballasts; telephone wiring; heat lamps; intercoms; alarms; electronic or computerized energy management or lighting and appliance management systems; doorbell and related wiring; chimes; saunas or steam rooms; smoke detectors.

LIMITS: LHW will provide access through unobstructed walls, ceilings, and floors only, and will provide cash in lieu of returning the access opening to rough finish condition in the following amounts: smaller than 5 square feet: \$40; 5-10 square feet: \$65.

PEST CONTROL

INCLUDES TREATMENT OF: Ants; roaches; crickets; spiders; silverfish; millipedes; centipedes; pillbugs; ground beetles; earwigs; clover mites; and sowbugs.

DOES NOT INCLUDE TREATMENT OF: Fungus; wood-destroying organisms, including termites and any pest not listed above; infested areas outside the perimeter of the main house foundation; repair of past, existing, or future damage to the property caused by any wood-destroying insect or organism.

SUBTERRANEAN TERMITE TREATMENT

COVERED: Subterranean termite infestation treatment located in the interior of the home or exterior of the main foundation/perimeter of the home and attached garage.

EXCLUSIONS: Decks, fences, and infestation or treatment of any area farther than 24 inches away from the main foundation/perimeter of the home; any repairs or damages due to subterranean termites.

LIMITS: \$700 maximum to diagnose and treat infestation of subterranean termites.

NOTE: Applicable service call fee (\$70/\$100) if no treatment occurs. \$195 service call fee if treatment occurs. **NOTE:** Not available for Seller's Coverage.

J. OPTIONAL COVERAGE

NOTE: Contract Holder may purchase Optional Coverage up to 14 days after the effective date of the Contract; however, additional options selected after the effective date of coverage shall commence upon receipt of payment and will expire one year after the original Contract effective date.

NOTE: Optional Coverage pricing displayed below is for Single-Family Residence. Optional Coverage is available for Duplex, Triplex, and Fourplex, and displayed pricing should be multiplied by 2 for Duplex, 3 for Triplex, and 4 for Fourplex.

K. TOTAL PROTECTION PLAN

\$250

NOTE: The selection of this option provides coverage on the items below, which are excluded from the Home Systems Plan.

GARAGE DOOR OPENER

COVERED: Motor; capacitor; eye sensors; switches; receiver unit; carriage; push arm; hinges; keypad; springs

EXCLUSIONS: Garage doors; remote transmitters; chains; cables; adjustments.

GARBAGE DISPOSAL

COVERED: All components and parts affecting the operation of the unit

DISHWASHER

COVERED: All components and parts affecting the heating or cleaning operation of the unit, including hinges and seals.

K. TOTAL PROTECTION PLAN (Continued)

DISHWASHER EXCLUSIONS: Racks; rollers; runner guards; shelves; interior linings; timers and clocks (that do not affect the heating or cleaning operation of the unit); knobs; portable or countertop dishwashers

OVEN RANGE AND COOKTOP

COVERED: All components and parts affecting the heating operation of the unit, including hinges and seals.

EXCLUSIONS: Lights or light sockets; racks; rollers; runner guards; shelves; interior linings; timers and clocks (that do not affect the heating or cleaning operation of the unit); knobs; trim kits; halogen units.

LIMITS: Electromagnetic induction cooktops replaced with builders standard, when necessary; \$1,000 maximum to diagnose, repair, or replace microwave/oven combination units.

KITCHEN REFRIGERATOR

COVERED: Mechanical components and parts that affect the cooling operation, including refrigerant recapture, recovery, and recharge; icemaker; beverage dispenser.

EXCLUSIONS: Wine chillers; water lines; trays; lights or light sockets; baskets; buckets; food spoilage; trim kits; rollers; racks; handles; door seals; runner guards; shelves; interior linings; touch pads.

LIMITS: \$1,500 maximum to diagnose, repair, or replace kitchen refrigerator. Refrigerant recharge limited to \$20 per pound.

BUILT-IN MICROWAVE

COVERED: All components and parts affecting the heating or cleaning operation of the unit, including hinges and seals.

EXCLUSIONS: Lights or light sockets; racks; rollers; runner guards; shelves; interior linings; timers and clocks (that do not affect the heating or cleaning operation of the unit); knobs; portable or countertop microwaves.

LIMITS: \$1,000 maximum to diagnose, repair, or replace microwave/oven combination units.

WASHER - DRYER (Per Set)

COVERED: Mechanical components and parts that affect the operation.

EXCLUSIONS: Touch pad assembly; soap dispenser; knobs; filter; lint screens; venting; dials; interior thermal shells; trim kits; "all-in-one" washer/dryer units.

LIMITS: \$2,000 maximum to diagnose, repair, or replace (per set).

CENTRAL VACUUM

COVERED: All components and parts affecting the operation of the unit.

L. A LA CARTE OPTIONS

GARAGE DOOR OPENER.....\$40

Coverage, exclusions, and limits can be found in the Total Protection Plan section.

GARBAGE DISPOSAL.....\$15

Coverage, exclusions, and limits can be found in the Total Protection Plan section.

DISHWASHER.....\$40

Coverage, exclusions, and limits can be found in the Total Protection Plan section.

OVEN, RANGE AND COOKTOP.....\$45

Coverage, exclusions, and limits can be found in the Total Protection Plan section.

BUILT-IN MICROWAVE.....\$25

Coverage, exclusions, and limits can be found in the Total Protection Plan section.

WASHER - DRYER (Per Set).....\$85

Coverage, exclusions, and limits can be found in the Total Protection Plan section.

CENTRAL VACUUM.....\$20

Coverage, exclusions, and limits can be found in the Total Protection Plan section.

KITCHEN REFRIGERATOR.....\$50

Coverage, exclusions, and limits can be found in the Total Protection Plan section.

WET BAR REFRIGERATOR.....\$25

COVERED: Mechanical components and parts that affect the cooling operation, including refrigerant recapture, recovery, and recharge; icemaker; beverage dispenser.

EXCLUSIONS: Wine chillers; water lines; trays; lights or light sockets; baskets; buckets; food spoilage; trim kits; rollers; racks; handles; door seals; runner guards; shelves; interior linings; touch pads.

LIMITS: \$500 maximum to diagnose, repair, or replace wet bar refrigerator. Refrigerant recharge limited to \$20 per pound.

STAND ALONE FREEZER.....\$40

COVERED: Mechanical components and parts that affect the cooling operation, including refrigerant recapture, recovery, and recharge.

EXCLUSIONS: Water lines; trays; lights or light sockets; baskets; buckets; food spoilage; trim kits; rollers; racks; handles; door seals; runner guards; shelves; interior linings; touch pads.

LIMITS: \$1,000 maximum to diagnose, repair, or replace. Refrigerant recapture, recovery, recharge limited to \$20 per pound.

WATER SOFTENER.....\$45

COVERED: Mechanical components and parts that affect the operation.

WATER SOFTENER EXCLUSIONS: Softening agents; resin bed; conditions caused by chemical, calcium, build-up/deposits; filter and related components. **LIMITS:** \$500 maximum to diagnose, repair, or replace.

ROOF LEAK REPAIR.....\$100

COVERED: The repair of specific leaks that occur in the roof located over the occupied living area (excluding garage), provided the leaks are the result of rain and/or normal wear and deterioration, and the roof was watertight on the effective date of the Contract.

EXCLUSIONS: Gutters; drain lines; flashing; skylights; patio covers; scuppers; glass; sheet metal; roof-mounted installations; leaks manifested prior to the effective date of the Contract.

LIMITS: An actual water leak must occur during the coverage period for coverage to apply under this Contract. Roof repairs will be limited to \$1,000 for diagnosis, labor, parts, and/or materials. **NOTE:** Not available to condos or multi-unit buildings.

EXTERIOR PIPE LEAK REPAIR*.....\$100

COVERED: Concrete-encased or underground pipe leaks located outside the foundation of the covered structure, including water, gas, and drain lines that service the main home.

EXCLUSIONS: Hose bibbs; sprinkler systems; pool piping; downspout; landscape drain lines; damage due to roots. LHW is not responsible to replace or restore landscaping as a result of accessing and closing access to underground plumbing.

LIMIT: \$1,000 maximum to diagnose and repair. **NOTE:** Not available to condos or multi-unit buildings.

SWIMMING POOL AND HOT TUB*.....\$160

SALT WATER SWIMMING POOL AND HOT TUB*.....\$340

COVERED: Above-ground and accessible working parts and components of heating and filtration system as follows: heater; pool pump; motor; filter housing; filter timer; gaskets; blower; back flush valve; pool sweep motor and pump; above-ground plumbing pipes and wiring.

ADDITIONAL COVERAGE FOR SALT WATER POOLS: Salt water control unit; salt cell; flow sensor for the salt water chlorinator.

EXCLUSIONS: Jets; lights; skimmers; pool liner; pool cover and related equipment; fill line; fill valve; control panels, boards, and switches; cartridge filters; disposable filtration mediums; sand as filtration medium; pop-up heads; turbo valves; heat pump; solar plumbing or heating equipment.

SWIMMING POOL AND HOT TUB LIMITS: Repairs will be limited to \$1,000 per Contract for diagnosis, labor, parts, and/or materials.

SALT WATER SWIMMING POOL AND HOT TUB LIMITS: Repairs will be limited to \$2,000 per Contract for diagnosis, labor, parts, and/or materials.

FREESTANDING ICEMAKER*.....\$45

COVERED: All components that affect the ice making, crushing, and beverage dispensing operation of the unit, including compressor, thermostat, condenser coil, evaporator motor, and fill valve.

EXCLUSIONS: Interior thermal shells; insulation. **LIMITS:** \$1,500 maximum to diagnose and repair.

SEPTIC SYSTEM AND PUMPING*.....\$85

COVERED: Aerobic pump; jet pump; sewage ejector pump; septic tank; and line from house. If stoppage is due to septic tank backup, LHW will pump the septic tank one time during the term of the Contract.

EXCLUSIONS: Tile fields and leach beds; leach lines; lateral lines; insufficient capacity; cleanout; the cost of locating or gaining access to tank; chemical treatments.

LIMITS: Coverage limited to one septic tank. \$500 maximum to diagnose, repair, or replace septic system. Septic tank pumping is limited to one occurrence during the Contract term.

GRINDER PUMP*.....\$150

COVERED: Sewage grinder pump utilized for the main dwelling only, up to 2 horsepower.

EXCLUSIONS: Grinder pump station housing; electrical panel box; piping and electrical lines; components.

NOTE: Not available to condos or multi-unit buildings. **LIMITS:** \$1,500 maximum to diagnose, repair, or replace.

BOOSTER AND WELL PUMP*.....\$150

COVERED: Booster and well pump utilized for the main dwelling only.

EXCLUSIONS: Piping and electrical lines; well casing; storage or pressure tank; control boxes; pressure switches; capacitors or relays; well pump and well pump components and piping for geothermal and/or water-source heat pumps; access to repair well pump system. **LIMITS:** \$1,500 maximum to diagnose and repair. **NOTE:** Domestic use only.

WELL PUMP*.....\$90

COVERED: Well pump utilized for the main dwelling only.

EXCLUSIONS: Piping and electrical lines; well casing; storage or pressure tank; control boxes; pressure switches; capacitors or relays; well pump and well pump components and piping for geothermal and/or water-source heat pumps; access to repair well pump system. **LIMITS:** \$1,500 maximum to diagnose and repair. **NOTE:** Domestic use only.

GUEST HOUSE HOME SYSTEMS PLAN*.....\$145

COVERED: Additional living space up to 1,500 square feet, which includes all items listed in Home Systems Plan. **NOTE:** Optional Coverage added to the main living space does not apply to Guest House Home Systems Plan. Optional Coverage is available and can be added to the guest house at the time of order placement, or within 14 days of the effective date.

HOW TO USE A **HOME WARRANTY**



1 READ THE CONTRACT & SOLIDIFY COVERAGE

Read the contract to know what's covered. Call us immediately to upgrade or add coverage.



2 MAINTAIN YOUR SYSTEMS AND APPLIANCES

Keep your systems and appliances maintained. You can find our tips online at www.landmarkhw.com.



3 CALL US FIRST WHEN SOMETHING FAILS

When a system or appliance fails, call Landmark first or open a service request online at: www.landmarkhw.com/claim



4 LANDMARK SENDS A CONTRACTOR TO YOU

One of our customer service claims managers will connect you with a qualified technician.



5 YOU'LL PAY A SERVICE CALL FEE

You'll pay the contractor a service call fee for diagnosis of the failed system or appliance.



6 CONTRACTOR WILL REPAIR OR REPLACE

If the repair or replacement is covered under the contract, then we'll take care of the rest!

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HOME SERVICES



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to see how you could
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on:



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SECURITY



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“Here at Landmark Home Warranty we strive to be remarkable. Whether that is through our service, our repairs and replacements, or our coverage, we want our customers, real estate partners and contractors to love working with us. We invite you to join us in our journey to help deliver remarkable service in everything we do.”

-Chris Smith, President