



Our home warranty plans explained.





What is a home warranty, anyway?

Simply put, it's a protection plan for the major parts of your systems and appliances - like your AC and fridge. Think of home warranty coverage as a complement to homeowners insurance - it's a good idea to have both.

Why? Homeowners insurance protects your home from things that might happen, like theft and fire. A home warranty protects your covered items from things that will happen, like when your AC or appliances break down due to normal wear and tear.

Warranty your way to a simpler life with American Home Shield.





Having a plan when things go wrong feels pretty good. Here are ours:

Most Popular

ShieldSilver™

Protects parts of 14 major systems to help keep homes running.

- ✓ Heating and AC Systems
- ✓ Electrical Systems
- ✓ Plumbing Systems

ShieldGold™

Protects parts of 23 major systems and appliances in the home.

- ✓ Heating and AC Systems
- ✓ Electrical Systems
- ✓ Plumbing Systems
- ✓ Kitchen Appliances
- ✓ Laundry Appliances

ShieldPlatinum™

Protects parts of 23 systems and appliances, includes roof leak repair coverage and other member perks.

- ✓ Heating and AC Systems
- ✓ Electrical Systems
- ✓ Plumbing Systems
- ✓ Kitchen Appliances
- ✓ Laundry Appliances
- ✓ Roof Leak Repairs (up to \$1,000)
- ✓ One FREE HVAC Tune-up*
- ✓ Unlimited AC Refrigerant
- ✓ Coverage for Code Violations and Permits (up to \$250)

Service Fee options: When signing up for American Home Shield, you choose a Service Fee. It's the set amount you pay when you request service. There are two options (\$100 or \$125). The \$100 Service Fee makes the plan cost for the year slightly higher. The \$125 Service Fee makes the plan cost for the year lower.

If you're currently involved in a real estate transaction, view our Real Estate Plans [here](#).

*Heating or Cooling System Tune-ups are available seasonally (spring: AC, fall: heating) and provided by Frontdoor Pro. For Frontdoor Pro license numbers, please visit <https://pro.frontdoor.com/contractor-licenses>. Service dates are limited and may vary based on location.

See the plan agreement at ahs.com/contracts for coverage details including service fees, limitations and exclusions. Coverage limits and charges for non-covered items may apply.



We sweat the small stuff for you.

Rest easy. With our Shield Assurances, we take care of things other home warranty companies might not, like:

- ✓ Normal wear-and-tear, no matter the age of a covered item
- ✓ Unknown, pre-existing breakdowns
- ✓ Items without maintenance records
- ✓ Duplicates of the same item, like that extra AC unit
- ✓ Removal of defective equipment
- ✓ Refrigerant recapture, reclaim and disposal
- ✓ Breakdowns caused by improper installations or repairs; insufficient maintenance; rust, corrosion and sediment; and mismatched HVAC systems

Included in **ShieldPlatinum™** plans:

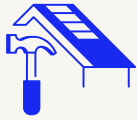
Permits and correction of code violations (\$250 total per agreement term when required during a covered repair/replacement)

See the plan agreement at ahs.com/contracts for coverage details including service fees, limitations and exclusions. Coverage limits and charges for non-covered items may apply.

This is more than a warranty, it's a way of life.

It's a great day to be a warranty person. Why? Because we make owning a home as simple as possible. You can customize your coverage and make us your go-to for freshwater pool equipment problems, roof leak troubles, and more. Plus, every plan comes with member benefits – including discounted maintenance services – so that it's even easier to take great care of your home.

Additional Coverage[†]



Roof Leak Repair^{}**
(included in plan price of **ShieldPlatinum[™]**, and can be added to other plans)



Electronics Protection Plan[†]



Well Pumps[‡]



Pool and Built-in Spa Equipment



Septic System Ejector Pump and Pumping



Guest Units
(up to 750 sq. ft.)

Member Benefits



Rekey Service^{††}



Pre-season HVAC Tune-ups[‡]
(One FREE tune-up included with **ShieldPlatinum[™]**)



Smart Home & Tech Installation Services^{††}



MyAccount

MyAccount gives you mobile-friendly access to your account anytime to request service, view coverage, manage payments, and edit preferences.

See the plan agreement at ahs.com/contracts for coverage details, including service fees, limitations and exclusions. Charges for non-covered items may apply.

[†]The following specific limits apply to the items above: \$1,000 Roof Leak Repair; \$2,000 per claim with an overall claims limit of \$5,000 Electronics Protection Plan; \$1,500 Well Pumps; \$3,000 Pool & Built-in Spa Equipment; \$500 Septic System Ejector Pump and Pumping.

^{**}Roof Leak Repair Coverage is included in our ShieldPlatinum[™] plan and can be added to our ShieldSilver[™] and ShieldGold[™] plans.

[†]Must add electronics protection to your existing home warranty within the first 60 days of your membership. The Electronics Protection Plan is provided by Allstate Protection Plans.

[‡]Used as main source of water for covered home.

^{††}Rekey services are offered by Frontdoor Pro and performed by a Frontdoor Pro independent contractor. For Frontdoor Pro license numbers, please visit [Frontdoor Pro licensing information](#). Please note that the locksmith must have one current key for the service fee amount. If the member is missing all keys, an additional fee may apply.

[‡]Tune-ups are available in the spring and fall for just \$100 per unit with our ShieldSilver[™], ShieldGold[™] plans. One free tune-up per contract term is included in the ShieldPlatinum[™] plan. HVAC Tune-up services are provided by Frontdoor[®] Pro.

^{†††}These services are provided by third-parties and may be subject to additional terms and conditions and payment of an additional fee, subject to availability.

We make life simple.

There's a reason we're America's most preferred home warranty.

- ✓ As the largest home warranty company, we pay more claims than any other company in the nation – more than \$4 billion in the last 7 years.
- ✓ Two million members – each treated like #1.
- ✓ An appliance or home system can break any time, so you can submit service requests by phone or online 24/7.
- ✓ We have a nationwide network of independent, qualified Pros.



Warranty your way.

We cover parts of the home systems and appliances you depend on every day, like your water heater and oven. When a covered item breaks down due to normal wear and tear, we assign a Pro and help with the cost to repair it, subject to the limits, limitations and exclusions of your plan agreement, saving you time and money.

Just choose the plan that works best for your home, select additional coverage if you need it, and decide on a Service Fee. Check out [our plans](#) to get started.

What to do when a covered item breaks down:



1

Request service at [ahs.com](https://www.ahs.com)
or by phone at **800.776.4663**.
Pay your Service Fee.



2

We assign an independent, qualified Pro.



3

Your covered home system or appliance is repaired or replaced.

See the plan agreement at [ahs.com/contracts](https://www.ahs.com/contracts) for coverage details, service fees, limitations and exclusions. Coverage limits and charges for non-covered items may apply.



Go ahead, wear it out. We're here to help.

- ✔ We'll repair or replace covered parts of the systems and appliances that keep your home running, subject to the limits, limitations and exclusions of your plan agreement.
- ✔ We pick up where homeowners insurance leaves off. It covers things that might happen, like theft and fire. We protect your covered items from things that will happen, like everyday normal wear and tear breakdowns.
- ✔ Getting coverage is easy. We don't care how old your home systems and appliances are and we don't require maintenance records or home inspections.
- ✔ With our 30-day workmanship guarantee, if you have an issue regarding your completed repair or replacement within 30-days of completion, we'll send a Pro back out for free.
- ✔ More complete coverage: Our **ShieldPlatinum™** plan includes unlimited refrigerant coverage, roof leak repair coverage,* and one free pre-season HVAC tune-up. Since it's not included in their plan, **ShieldSilver™** and **ShieldGold™** members have the option to add roof leak repair coverage. All members can add electronics coverage** and more.



"Love being able to file a service request online 24/7. The businesses and technicians that come to fix my appliances, etc. are always "first rate," professional, and competent."

Hazel W.



"By far one of the best investments I've ever made with my home. They have saved me hundreds to thousands of dollars a year from HVAC to appliance repairs."

Donny M.

*\$1,000 in coverage per contract term. Roof Leak Repair Coverage is included in our ShieldPlatinum™ plan and can be added to our ShieldSilver™ and ShieldGold™ plans.

**Must add electronics protection to your existing home warranty within the first 60 days of your membership. The Electronics Protection Plan is provided by Allstate Protection Plans.

Still have questions?



We've got answers.

If you don't see your question below, check out our FAQs at ahs.com/faqs/.

Q: How do I know my Pro is qualified?

A: Our success depends on the quality of our service. That's why we use qualified, independent Pros in our network, and utilize surveys to monitor member satisfaction.

Q: What if I have an appliance that just can't be fixed?

A: If your covered home system or appliance component can't be repaired, it will be replaced subject to the terms of your plan agreement.

Q: My home systems and appliances are old. Does that matter?

A: No. The age of the components of your home systems and appliances is not a factor.

Q: Will American Home Shield need to inspect my home systems and appliances before I purchase?

A: No inspections are necessary to purchase an American Home Shield home warranty plan.

Q: Is there a limit to the number of repairs during my plan agreement term?

A: American Home Shield allows an unlimited number of service requests during your plan agreement term. However, covered item limits may apply.

Q: What out-of-pocket expenses will I have?

A: In addition to your monthly plan fee, for each service request, you will pay a Service Fee. Any additional costs will be associated with the repair or replacement of non-covered parts or items. Details will be included in your plan agreement.

Q: How long does my plan agreement last?

A: The standard home warranty plan agreement is 12 months. You won't be charged until 30 days after you sign up, when your plan becomes active. That means you can place your first service request 30 days after you sign up.

Q: Do I have any member benefits?

A: As an American Home Shield® member, you have access to discounted home maintenance services like HVAC tune-ups, home cleaning and lawn care services, and much more. [Learn more here.](#)



Don't Worry. Be Warranty.

Join American Home Shield and find out what home happiness feels like.



Call **800.735.4663**

Visit [ahsbuyonline.com](https://www.ahsbuyonline.com)

The American Home Shield home warranty plan covers the repair and replacement of the home system components and appliances specified as covered in the contract if such item experiences a covered breakdown. Subject to \$50,000 aggregate limit of liability per plan term. To review a copy of the contract that details specific coverages, exclusions and limitations, please visit [ahs.com/contracts](https://www.ahs.com/contracts). You will be charged any applicable Service Fee per the terms of the contract, which will be due at the time of the service request. This initial fee covers any additional service contractor visits required for the same breakdown within 30 days of the original service date. Additional charges may apply for some repairs and replacements not covered under your home warranty plan. American Home Shield may offer you cash-in-lieu of repair or replacement in the amount of the American Home Shield expected cost to repair or replace an item, which in most cases may be less than retail cost. When making replacements, American Home Shield will install system components and appliances with similar features, capacity and efficiency, but not necessarily the same dimension, color or brand. Items not designated by the manufacturer for residential use are not covered. Refer to state-specific provisions. Coverage not available in all areas.

New Jersey Residents: The product being offered is a service contract and is separate and distinct from any product or service warranty which may be provided by the home builder or manufacturer.