

Home Warranty Protection

*One of your home's
most important features*



Marketed by:



It's no secret

HSA Home Warranty Protection can save you time and money. The convenience of having coverage on your home's appliances and mechanical systems is an attractive feature to any homeowner. You will receive excellent service when you need it most.

First Insurance Company of Hawaii, Ltd., Hawaii's oldest and largest property and casualty insurer, has been insuring homes in our community for more than 90 years. As the leader in bringing you new, innovative products and unmatched service, we can provide you exclusive access to HSA Home Warranty Protection.

Why a home warranty?

Peace of mind

The last thing you expect in your home is a breakdown of mechanical systems or appliances — the items you rely on every day. The simple truth is, most homes will experience two mechanical failures each year. Avoid costly repair bills by having HSA's Home Warranty Protection on your home.

Homeowner benefits

- Relax and enjoy your home knowing repair expenses can be paid with a home warranty.
- Save money by planning for the unexpected.
- Receive continuous protection from year to year with renewable coverage.

Seller benefits

- Sell your home up to **15%** faster by including a home warranty.
- Sell your home up to **3%** closer to your asking price. Buyers prefer to purchase a home that comes with a home warranty.
- Reduce post-sale complications caused by unexpected breakdowns.
- Receive warranty protection while your home is listed for up to one year.

Why this home warranty?

This program is tailored to the specific needs of Hawaii homeowners. No other warranty company offers this level of flexibility.

Choose your coverage

You select the coverage plan that is right for your home. You receive coverage on many of your home's major systems with a low \$50 deductible.

Value Plan **\$250**

- Water Heater
- Plumbing Parts
- Drain Lines
- Gas Lines
- Water Lines
- Routing
- Electrical
- Ceiling Fans
- Dishwasher
- Garbage Disposal
- Built-In Microwave
- Oven/Range
- Refrigerator
- Clothes Washer/Dryer
- **AND MORE!**
- **Optional Seller Coverage**

Premium Plan* **\$160 Adds**

- Central Heat
- Exhaust Fans
- Garage Door Opener
- Trash Compactor
- Central Air
- Sump Pump
- Roof Leak Repair
- * **A \$215 value when purchased individually**

Additional Buyer Options

- Window/Wall Air
- Water Well
- Swimming Pool
- Hot Tub
- Pool w/Attached Hot Tub

Depend on quality service when you need it most

HSA offers local, prescreened contractors who will schedule service promptly — it's guaranteed; or HSA will approve the use of a contractor outside of its network to give you the convenience of fast, fair service repairs.

Simply call 1-800-367-1448 before you contact a repair company. Knowledgeable customer service representatives are ready to help you 24 hours a day.

Choose your coverage



appliances



electrical



air & heat



plumbing



roof leaks

Administered by:



Bringing Quality Service Home

WARRANTY APPLICATION

HOW TO APPLY - We've made it easy!

1. Call 1-800-367-1448 to receive a contract number.
2. Complete this application and sign the purchase agreement below.
3. For seller coverage, mail or fax the application to 1-877-638-1741.
4. For existing owner or buyer coverage, mail application with payment to:

Home Security of America, Inc.
310 N. Midvale Blvd.
Madison, WI 53705



Warranted Property

STREET _____

CITY _____ STATE _____ ZIP _____

Agent Information (if applicable)

NAME _____ EMAIL ADDRESS _____

COMPANY NAME _____

FAX (Required) _____ TELEPHONE _____

OFFICE STREET ADDRESS _____

CITY _____ STATE _____ ZIP _____

Owner Information Seller Buyer Existing Owner

NAME _____ EMAIL ADDRESS (Required) _____

TELEPHONE (Required) _____ FAX _____

MAILING ADDRESS (IF DIFFERENT FROM WARRANTED PROPERTY) _____

CITY _____ STATE _____ ZIP _____

LISTING EXPIRATION DATE (if applicable) _____

Closing Information (if applicable) Close Date: _____

CLOSING COMPANY _____ CLOSING AGENT _____

FAX (Required) _____ TELEPHONE _____

FILE # _____ EMAIL ADDRESS _____

BUYER NAME _____

MAILING ADDRESS (IF DIFFERENT FROM WARRANTED PROPERTY) _____

CITY _____ STATE _____ ZIP _____

TELEPHONE (Required) _____ EMAIL (Required) _____

Purchase Agreement When seller coverage is selected, seller agrees to pay the fee shown on the date legal title transfers to the buyer. This agreement is binding and may not be cancelled. If applicant fails to pay the specified fee, applicant shall be liable for all attorney fees and court costs incurred by HSA to collect the fee.

Applicant represents that, to the best of their knowledge, all items are in good working order on the date of application for this coverage. Further, applicant agrees that failure to notify HSA prior to repair or replacement of any covered item will result in a refusal of coverage on that item.

Coverage Desired Seller and Buyer Coverage Buyer* Coverage Only

APPLICANT SIGNATURE _____ DATE _____

HSA discloses to the purchaser of this warranty, and the purchaser consents and acknowledges by his/her signature that the employing broker may receive a minimal fee for services rendered in marketing or administering the sale of this warranty plan.

Coverage limitations: Some limitations and general exclusions apply to covered items. Please read the terms and conditions section of this brochure for details.

CONTRACT NUMBER

DATE ASSIGNED

_____ telephone application

FORM NUMBER

HI WEB 02/03

Select Coverage Desired: Value Premium

Buyer Coverage \$ 250 \$ 410

Seller/Buyer Coverage \$ 325 \$ 495

Optional Coverage Seller & Buyer:

	Fee		
Central heat	\$ 25	\$ _____	included
Exhaust fans	\$ 10	\$ _____	included
Garage door opener	\$ 25	\$ _____	included
Trash compactor	\$ 10	\$ _____	included

Buyer Only:

Sump pump	\$ 10	\$ _____	included
Central air	\$100	\$ _____	included
Roof leaks	\$ 35	\$ _____	included
2 Window/Wall air units	\$ 50	\$ _____	\$ _____
Water well	\$ 80	\$ _____	\$ _____
Pool or hot tub	\$150	\$ _____	\$ _____
Pool/hot tub combination	\$175	\$ _____	\$ _____
Additional pool or hot tub	\$ 50	\$ _____	\$ _____

Subtotal \$ _____

Tax 4% \$ _____

Total Due \$ _____

**Existing Owner: Pricing, D. Covered Component Parts and E. Limits of Liability are the same as that designated as Buyer.*

PAYMENT INFORMATION

Check is enclosed (please make payable to HSA)

Charge my credit card Discover

MasterCard Visa American Express

Account # _____

Expiration Date _____ / _____

NAME AS ON CREDIT CARD _____

APPLICANT SIGNATURE _____ DATE _____

Waiver: Purchase of this coverage is not mandatory. No other services are contingent upon the purchase of the warranty. I have reviewed the Home Warranty Protection plan and hereby decline coverage. I agree to hold the insurance or real estate broker and agents harmless in the event of a subsequent mechanical failure which otherwise would have been covered under the warranty plan.

SIGNATURE _____ DATE _____

QUICK SUMMARY

Coverage Highlights

Seller's Coverage

- For up to one year
- Begins 11 days after HSA is notified of enrollment
- Is in effect while your home is listed for sale

Buyer's Coverage

- Begins the purchase closing date
- Is in effect for one year
- Is renewable annually

Existing Owner's Coverage

- Begins upon receipt of payment by HSA
- Is in effect for one year
- Pricing and covered components are Buyer designated

Deductible

- **Only \$50 per occurrence**

Please reference the Terms and Conditions section of this brochure or call 1-800-367-1448 for sample contract information.

Claim Process

1. Call 1-800-367-1448 to report the failure.
2. Schedule repairs conveniently with the selected service contractor.
3. Contractor will diagnose the problem and call HSA.
4. Your HSA representative will advise you regarding coverage.

Home Warranty Protection

	Value Plan		Premium Plan	
	Seller	Buyer	Seller	Buyer*
Water heater		•		•
Plumbing components	•	•	•	•
Drain lines	•	•	•	•
Gas lines	•	•	•	•
Water lines	•	•	•	•
Routing	•	•	•	•
Electrical	•	•	•	•
Ceiling fans	•	•	•	•
Dishwasher	•	•	•	•
Garbage disposal	•	•	•	•
Built-in microwave	•	•	•	•
Oven/range	•	•	•	•
Refrigerator	•	•	•	•
Washer/dryer	•	•	•	•
Central heat	opt	opt	•	•
Exhaust fans	opt	opt	•	•
Garage door opener	opt	opt	•	•
Trash compactor	opt	opt	•	•
Central air		opt		•
Sump pump		opt		•
Roof leaks		opt		•
Window/wall air		opt		opt
Water well		opt		opt
Pools and/or hot tub		opt		opt

Home Security of America, Inc.
 310 N. Midvale Blvd., Madison, WI 53705
 1-800-367-1448 or fax 1-877-638-1741
www.onlinehsa.com



TERMS & CONDITIONS

This summary is very detailed and addresses the majority of events that might arise. However, it is not the entire set of terms and conditions. Please read your contract.

A. Coverage Period

Home Seller: Coverage begins 11 days after HSA is notified of enrollment and continues for twelve (12) months, until close of sale or termination of listing, whichever occurs first. **Home Buyer:** Coverage begins at the close of sale and continues for twelve (12) months from that date. Payment is due at the close of sale. **Existing Owner*:** Coverage begins upon receipt of payment by HSA and continues for twelve (12) months.

B. Coverage

HSA will provide home protection coverage as described for authorized repair or replacement of covered "Component Parts" when such covered "Component Parts" become inoperative due to "Operational Failure" during the contract period and loss is reported to us during the contract period. "Component Parts" means the constituent elements of mechanical items of the residence as covered by the contract. "Operational Failure" means a mechanical breakdown of "Component Parts" due to normal wear, tear and use resulting in the failure of "Component Parts" to function.

"Component Parts" must be:

1. Listed in D. Covered Component Parts and located in owned or rented residential properties only.
2. Located within the interior of the main foundation or the attached garage, unless otherwise specified in D. Covered Component Parts.
3. Properly installed and in good working order on the effective date of coverage.

C. Service

YOU MUST NOTIFY US PRIOR TO REPAIR OR REPLACEMENT.

When service is needed, and in temporary emergency situations, homeowners are to telephone HSA at **1-800-367-1448**, twenty-four (24) hours per day, seven (7) days per week. This telephone contact shall initiate the service process without the requirement of a claim form or service application. This notification includes the requirement that we have the opportunity to speak with the service contractor prior to the implementation of any repairs.


Repair or replacement shall be performed within 48 hours, under normal circumstances, of an approved service request by a service contractor chosen by HSA, unless a service contractor of your choice is approved by HSA when you report the malfunction or "Operational Failure" by telephone. **HSA selected service contractors must be used on all service requests.** If HSA cannot provide a contractor for you, HSA will approve the use of a contractor outside of its network. We have the sole right to determine if items will be repaired or replaced. In the event of replacement, it shall be with material of like kind and quality, but not necessarily the same color.


Deductible. Each occurrence of "Operational Failure" will be subject to a fifty dollar (\$50) deductible. If repairs are made to additional "Component Parts", separate deductible(s) (or actual cost, whichever is less) will apply. (Note: You will be required to pay the service contractor for all charges incurred in the event that no "Operational Failure" is discovered.)


When you select the service contractor, you may be required to pay them directly and seek reimbursement from HSA if the service contractor will not bill us. Claim documentation and any correspondence can be mailed to HSA, 310 N. Midvale Blvd., Madison, WI 53705, or faxed to 1-608-231-0011.

D. Covered Component Parts

Available to the seller and buyer* unless other

 **1. Water Heater - Buyer* Only - Covered:** Heater, connections, circulating pump and primary water tank. **Not covered:** Noise, flues, vents, solar/solar-assisted units. Service necessitated by mineral beds or deposits, energy conservation units. Expansion/holding tanks.

 **2. Interior Plumbing System - Covered:** Drain/waste lines, shower heads, trip levers, toilet tank/bowl (replaced w/builder's standard when required), component parts within the water closet tank, in-line shut-off valves, risers, gas lines. Leaks or breaks to water piping lines (including hot water heat circulating pumps and zone valves) up to a maximum per occurrence of \$200. Clearing of line stoppages by rotary device. Built-in bathtub whirlpool motor and pump (excludes jets). Wax rings. **Not Covered:** Faucets, hose bibb/silcock, diverters, basket strainers, tub/sink stopper assembly, shut-off valves which terminate a run of pipe, toilet lids/seats, filters, shower enclosures or base pans, sinks, tubs. Caulking, tiles or grouting. Sprinkler system, septic system, water softener, pressure regulator, drain tile/french drains. Loss arising from mineral/chemical deposit build-up, color or purity of water, water residue, or insufficient water pressure. Polybutylene lines. Bidets.

 **3. Interior Electrical System - Covered:** Wiring, main service panels, sub-panels, receptacles or outlets, switches, fuse boxes. Exterior outlets attached to the main residence and attached garage. **Not Covered:** Overload caused by power surges, inadequate capacity. Fixtures. Door bells. Burglar/fire alarms. Repair of improper installations. Central vacuum.

 **4. Ceiling Fans - Covered:** Motor. **Not Covered:** Blades/blade damage.

 **5. Kitchen Appliances - Covered:** Dishwasher, garbage disposal, built-in microwave, oven/range, kitchen refrigerator. Sellers: Refrigerator coverage is limited to \$250 aggregate. **Not Covered:** Timers (except Refrigerator defrost timer), self-cleaning mechanisms, condensate line clearing, icemakers/crushers or beverage dispensers and their respective equipment, clocks, knobs, dials, springs/hinges, tubs, liners, glass breakage, probes, rotisseries, baskets, racks, rollers, handles, shelves and light bulbs. Non-functional and cosmetic items including, but not limited to: finishes, cabinetry, panels, trim, buttons, chipping, dents or scratches. Costs or service charges to evacuate, reclaim or dispose of refrigerants. Sensi-heat burners will be replaced with standard burners.

 **6. Clothes Washer/Dryer - Covered:** Motors, pumps, belts, wiring. **Not Covered:** Timers, knobs, dials, tubs, liners, baskets, handles.


Value Plan Options


Included with Premium Plan

 **1. Central Heating - Covered:** Furnace units and boilers (max. of two units). Includes ductwork. Thermostats. Solar holding tanks, hot water/steam distribution lines, circulating pumps and zone valves are covered up to a maximum per occurrence of \$200. The aggregate coverage for repairing or replacing hot water system components is \$1,500 over the life of this contract. **Not Covered:** All coal or wood burning equipment or conversions from coal to gas or coal to oil systems. Oil storage tanks. Fuel oil lines. Geo-thermal systems. Space heaters. Chimneys, fireplaces and flue liners. Air filters. Line bleeding. Dampers. Improperly sized ductwork.

 **2. Built-In Exhaust Fans - Not Covered:** Fans used for radon. Heating or lighting components of fans.

 **3. Garage Door Opener - Covered:** Motor and its parts, receiving unit, track assembly. **Not Covered:** Door, hinges, springs, rollers, remote transmitters.

 **4. Trash Compactor - Not Covered:** Locks and key assemblies or removable buckets.


 **5. Central Air Conditioning - Buyer* Only - Covered:** Ducted air conditioning units with capacity no greater than 5 tons (max. of two units). Refrigerated and electric units only. Includes ductwork. Thermostats. **Not Covered:** Gas units, air filters, drain pans, costs for the evacuation, recovery or disposal of refrigerants, normal maintenance. Geo-thermal systems. Crane charges. Condensate line clearing. Heat pump system components. Air cleaners. Humidifiers. Dampers. Improperly sized ductwork.


 **6. Sump Pump - Buyer* Only - Covered:** A pump unit to pump water only. **Not Covered:** Secondary or backup pumps, ejector or effluent pumps.

 **7. Roof Leak Repair - Buyer* Only - Covered:** Shingles (cedar/asphalt), roofing, slate and tile up to a maximum per occurrence of \$250. **Not Covered:** Skylights or skylight leaks. Leaks caused by the improper attachment of roofing materials or by sudden damage such as caused by wind.


Value and Premium Plan Options

Available to the buyer* only

 **1. Window/Wall Air Conditioners - Covered:** Non-ducted air conditioning units with capacity no less than 10,000 BTUs each (max. of two units). Refrigerated and electric units only. **Not Covered:** Gas units, air filters, drain pans, costs for the evacuation, recovery or disposal of refrigerants, normal maintenance. Condensate line clearing. Heat pumps. Air cleaners.

 **2. Water Well - Covered:** When used for primary source of domestic water to the residence. Includes pressure tank, motor and pump up to **10 years of age, over 10 years - \$250 per occurrence.** **Not Covered:** Any well system that also provides water for irrigation or sprinklers. Digging new or deeper wells, windmills, co-op or shared well systems, curing conditions with regard to contamination or water quality. Operational failures resulting from lack of water or mineral deposit buildup. Exterior piping. Electric supply line.

**Existing Owner: Pricing, D. Covered Component Parts and E. Limits of Liability are the same as that designated as Buyer.*

 **3. Swimming Pool/Hot Tub - Covered:** Hot Tubs: Includes filter, heater, pump and motor (Limited to **\$1,000 per occurrence** maximum when shares mechanicals with swimming pool.) Swimming Pools: **\$1,000 per occurrence.** Includes filter, heaters that do not have a compressor as a component, pump, motor, above ground piping. **Not Covered:** Hot Tubs and Swimming Pools: Electrical wiring, geo-thermal type heaters, pool cleaning equipment, liner and non-mechanical components or filter grids. Water jets.

E. Limits of Liability

COVERAGE DOES NOT APPLY IN THESE INSTANCES:

1. Preexisting conditions when "Component Parts" were not in proper working order on the "Inception Date" of coverage or when an "Operational Failure" is due to a preexisting condition.
2. "Operational Failures" due to rust or corrosion are not covered for Sellers or during the first 30 days after the "Inception Date" for "Buyer". "Operational Failures" due to rust or corrosion that occurred prior to the 30th day after the "Inception Date" of "Buyer" coverage, but are reported after the 30th day, shall be considered preexisting and therefore not covered.
3. Costs of permits, environmental fees, disposal of any replaced item. Costs for metal fabrication, plenum work or electrical changes necessary to satisfy the installation requirements of a new replacement unit. Cooling systems that do not use R-12, R-22, or Puron refrigerants.
4. Accessing/closure in effecting repairs is limited to \$500 total aggregate over the life of this contract. Closure will be limited to a rough finish only. Charges for pulling/resetting toilet to perform drain line repairs is considered accessing.
5. Costs to correct any code violations or any improperly or unprofessionally installed items. Any failures caused by neglect or lack of maintenance.
6. Normal maintenance, cleaning, adjustments, lubricating, capacity increases, licenses, and/or inspection fees.
7. "Insty" heat type devices and water purifiers. Drain tile or sprinkler systems.
8. Any remote control transmitting/receiving items. Home computer or computer systems. Water seepage along service cable.
9. Non-functional and cosmetic items including, but not limited to: finishes, cabinetry, panels, trim, buttons, chipping, dents or scratches.
10. Chimneys, flue liners, oil storage tanks, free-standing or portable space heaters.
11. Porch foundations, foundations made of wooden posts or pillars and damage due to water seepage or failure to maintain proper drainage away from the foundation. Placement of trees and shrubs causing root damage to the foundation, lack of proper foundation maintenance, or concealed damage. Paint, wall paper, varnish, tile, tin, paneling, floor joists, rafters or stairways.
12. Pool/whirlpool: concrete-encased or underground plumbing, exterior fuel lines, structural defects and lights. Solar or solar-assisted heaters and their respective plumbing and equipment, concrete or tile, wood encased or otherwise inaccessible parts, structural defects. Any unit with an independent boiler system. "Habitat Spa," or similar type units.
13. More than two central heating or central air conditioning units unless specifically listed and approved by HSA.
14. More than one of any appliance (including garage door opener) unless specifically listed and approved by HSA.
15. Electronic or computerized equipment management devices.
16. Repairs related to manufacturer recall or defects.
17. Loss due to fungus or rot.
18. Any other item not listed as a covered item.
19. Damage/defect caused by act of terrorism.

F. Cancellation, Transfer, Renewal

The warranty is non-cancelable by either party except for the following: **A.** The contract fees are not paid. **B.** It was obtained through material misrepresentation. **C.** If the contract provides coverage prior to the time that an interest in the residential property to which it attaches is sold, upon the contingency that such sale does not occur. Should this contract be cancelable under the laws of the state where the contract holder resides, an allowable administrative fee will be charged upon cancellation. In the event of a transfer of the legal title and ownership of the covered residence during buyers' coverage, the remaining term may be assigned to the new homeowner. The assignee takes the warranty on the same terms, conditions, and expiration date as the assignor.

The warranty is renewable, by mutual consent, at prevailing rates for an additional 12 month period from the date of the contract expiration.

G. Agency

Insurance agents, mortgage company employees, real estate agents, and home inspection personnel are not agents of this company. HSA shall make all determinations regarding coverage under the contract. Coverage is strictly determined by this contract and not the representations of any individuals who are not agents of this company.