



# OUR HOME SERVICE PLANS EXPLAINED





## WHAT IS A HOME SERVICE PLAN?

You may be wondering — what exactly is a home service plan? Like a traditional home warranty, it's an annual service plan that helps with the cost and hassle when your home systems and appliances break down.

But with American Home Shield, it goes beyond that, with discounts on maintenance services and other member perks that help you keep your home running smoothly while you stay one step ahead of breakdowns.



# HOW WE'RE DIFFERENT

## WE OFFER COMPREHENSIVE COVERAGE.

From your refrigerator to your A/C system, we cover components of the home systems and appliances that you depend on every day. So, when a covered item breaks down due to normal wear and tear, we help with the cost to repair it. And if we can't repair it, we'll replace it.

Just choose the plan that works best for your home, select add-on coverage if you need it, and decide on a Trade Service Call Fee. See plan descriptions to get started.

## WE'RE FLEXIBLE.

Getting coverage is easy. We don't care how old your home systems and appliances are, we don't require maintenance records or home inspections, and there's no limit to the number of times you can request service.

## GETTING HELP IS SIMPLE.

Visit us at [ahs.com](http://ahs.com) or call and tell us about the problem. We'll assign a contractor from our network to diagnose your item and offer a solution.

## WE FOUNDED THE INDUSTRY. AND TODAY, WE'RE STILL THE LEADER.

With 1.8 million members, we're America's most preferred home service plan. And, as the nation's largest home service company, we've paid more claims than any other home service company in the nation. That's added up to more than \$2 billion over the last 5 years.

Plus, we have a nationwide network of 17,000 qualified, independent contractors. Why is that important? Because, it means they're likely in your area. So, when you need help, it's right around the corner.

## PEOPLE LIKE US, OFFICIALLY.

People across the country love the protection and convenience that American Home Shield® home service plans provide. And our reviews, ratings and awards prove it.



"I have had AHS for almost 18 years. I love AHS. They listen. They're great. They're efficient. Kind. Friendly. Concerned. And dedicated to helping you the best they can. I've always been satisfied."

**Barbara M.**



# TOP REASONS TO CHOOSE AMERICAN HOME SHIELD

## WE COVER THINGS HOMEOWNERS INSURANCE DOESN'T.

Homeowners insurance protects against things that might happen, like fires, theft or natural disasters. We protect against things that will happen, like oven and A/C breakdowns.

## OUR MEMBERS GET MORE.

More coverage options and fewer exclusions on our comprehensive plans. From HVAC systems to kitchen appliances, our plans help protect components of essential home systems and appliances from damage caused by everyday wear and tear.

## NO SYSTEM OR APPLIANCE IS TOO OLD.

You can get protection regardless of the age or appearance of your covered items — no maintenance records or inspection required. Now those breakdowns are our problem, not yours.

## EVEN YOUR SATISFACTION IS COVERED.

With our 30-day workmanship guarantee, if you have an issue with your completed repair within 30 days of service, we'll send a contractor back out for free.

## AFTER 50 YEARS, WE'VE SEEN IT BEFORE.

As the industry founder, we know what it takes to protect your home.

### ADD-ON COVERAGE

Every home is different — we get it. That's why we offer coverage for things that are unique to your home, like your pool or guest house. We also realize that technology plays a huge role in all of our lives, so we've made electronics coverage available.



- + The Electronics Plan\*
- + Roof leak repair coverage\*\*
- + Pool/spa equipment coverage
- + Guest unit coverage
- + And more

### SPECIAL MEMBER OFFERS

American Home Shield members benefit from exclusive discounts on brand-name appliances and special pricing on a variety of convenient home services.



- ✓ Rekey service
- ✓ Seasonal HVAC tune-ups†
- ✓ Smart home tech installation and setup services‡
- ✓ New appliance and air filter discounts
- ✓ And more

Limitations and exclusions apply. See plan for details.

\*Electronics Protection Plan coverage is provided by a third party and is currently not available in the state of CA. Limitations and exclusions apply. Visit [ahs.com/electronics](https://ahs.com/electronics) for full coverage details.

\*\*Roof leak repair coverage is not available in the state of HI.

†Seasonal HVAC Tune-ups are available seasonally (Spring: A/C; fall: heating) for \$75 per unit. Not available in the state of HI.

‡Smart home tech installation and setup services are provided by HelloTech. Not available in all areas.

## MYACCOUNT



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

# FIND THE PLAN THAT'S RIGHT FOR YOU.

## ShieldSilver™



**HELPS PROTECT PARTS OF 14 MAJOR SYSTEMS THAT KEEP YOUR HOME RUNNING.**

- Heating and Cooling Systems
- Electrical Systems
- Plumbing Systems

## ShieldGold™



**COVERS PARTS OF 23 ESSENTIAL APPLIANCES AND SYSTEMS YOU USE EVERY DAY.**

- Heating and Cooling Systems
- Electrical Systems
- Plumbing Systems
- Kitchen Appliances
- Laundry Appliances

**OUR BEST  
COVERAGE  
EVER**

## ShieldPlatinum™



**COVERS EVERYTHING IN ShieldGold, PLUS ROOF LEAKS AND MORE.**

- Roof Leak Repairs\*
- Heating and Cooling Systems
- Electrical Systems
- Plumbing Systems
- Kitchen Appliances
- Laundry Appliances
- One FREE HVAC Tune-up\*\*
- Coverage Boosts



## OUR SHIELD ASSURANCES ARE COVERED IN EVERY PLAN.

When it comes to protecting members' homes, we prefer inclusions over exclusions. We cover what others don't:

- ✓ Older items, no matter their age
- ✓ Undetectable pre-existing conditions
- ✓ Items without maintenance records
- ✓ Breakdowns caused by lack of maintenance
- ✓ Improper installations, repairs or modifications
- ✓ Malfunctions due to sediment, rust or corrosion
- ✓ Removal of old, defective items
- ✓ Duplicates of the same item, like that extra fridge

## ADD-ON COVERAGE

American Home Shield also offers coverage for electronics,† pools and spas, guest units under 750 sq. ft., and more that can be added to any plan for an additional cost.

## TRADE SERVICE CALL FEE (TSCF) OPTIONS:

As with most home service plans, you pay a standard Trade Service Call Fee when you request service — but with American Home Shield, you can choose from three TSCF options (\$75, \$100 or \$125) to help you manage your budget and out-of-pocket expenses.

**We cover the repair or replacement of major components of many of your home systems and appliances, but not necessarily the entire system or appliance. For coverage details, limitations and exclusions, visit [ahs.com/home-warranty/whats-covered](https://ahs.com/home-warranty/whats-covered).**

\*Roof leak repair coverage is not available in the state of HI.

\*\*Seasonal HVAC Tune-ups are available seasonally (spring: A/C; fall: heating) for \$75 per unit. Not available in the state of HI.

†Electronics Protection Plan coverage is provided by a third party and is currently not available in the state of CA. Limitations and exclusions apply. Visit [ahs.com/electronics](https://ahs.com/electronics) for full coverage details.

# GET THE HELP YOU NEED WHEN YOU NEED IT MOST.

- ✓ We'll repair or replace components of the home systems and appliances that keep your home running.
- ✓ We pick up where homeowners insurance leaves off, covering components of your A/C system, refrigerator and more when they break down.
- ✓ 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.
- ✓ Service requests can be made 24/7.
- ✓ **More complete coverage: Unlimited refrigerant coverage** is included in our new **ShieldPlatinum** plan, along with a free pre-season HVAC tune-up. You can also add electronics coverage and roof leak repair coverage to any of our plans.



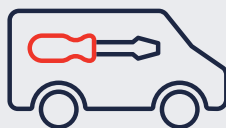
## HOW TO REQUEST SERVICE

Household breakdowns are hard. When you have American Home Shield, getting the help you need is easy.



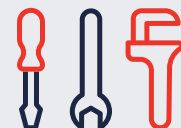
1

Request service online or by phone. Pay your Trade Service Call Fee.



2

We assign a repair professional.



3

We repair or replace your covered home system or appliance.

# STILL HAVE QUESTIONS?



## WE'VE GOT ANSWERS.

If you don't see your question below, check out our FAQs at [ahs.com/faqs/](https://ahs.com/faqs/).

**Q: How do I know my service contractor is qualified?**

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

**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 service plan plan.

**Q: Is there a limit to the number of repairs during my contract term?**

**A:** American Home Shield allows an unlimited number of covered repairs during your contract term.

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

**A:** In addition to your monthly or annual plan fee, for each service request, you will pay a Trade Service Call Fee. There may be additional costs associated with the repair or replacement of covered items. Details will be included in your contract.

**Q: What is a Trade Service Call Fee?**

**A:** You will pay a Trade Service Call Fee (TSCF) for each trade (electrical, plumbing, HVAC, appliance) requested to complete a service request. You can choose from three options of \$75, \$100 or \$125 when you purchase your plan. This flexibility allows you to choose a lower TSCF with a slightly higher plan cost, or a higher TSCF with a lower plan cost.





# BECOME A MEMBER TODAY.



CALL **800.735.4663** VISIT **[ahsbuyonline.com](https://ahsbuyonline.com)**

The American Home Shield home service plan covers the repair and replacement of components of home systems and appliances specified as covered in the contract in the event such items malfunction during the term of the contract due to a cause specified as covered in the contract. To review a copy of the contract that details specific coverages, exclusions and limitations, please call AHS. Covers single-family homes under 5,000 sq. feet. The Trade Service Call Fee applies to the initial visit by a service contractor for each covered trade. 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. AHS may offer you cash in lieu of repair or replacement in the amount of the expected cost to repair or replace an item, which in most cases may be less than retail cost. When making replacements, AHS will install components of systems 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 contract for state-specific cancellation provisions. Not valid in conjunction with a real estate transaction or current AHS contract renewal.

The Women's Choice Award is based on a 2019 nationwide survey of women. For information on the Women's Choice Award, visit [womenschoiceaward.com/best-home/warranty-providers/](https://womenschoiceaward.com/best-home/warranty-providers/).

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