

ECM

EAST COAST MECHANICAL, INC.

HOME WARRANTIES



HOME WARRANTY PROTECTION PLANS



ABOUT US

Headquarters Boynton Beach, FL

69,000 Sq. Ft.

ECM Since 1985

Since 1985 what started with one man, Mr. Ramirez and one van has grown today to one of the largest privately owned air conditioning and home warranty companies in the State of Florida with more than 225 employees. Still to this day Mr. Ramirez spends an average of ten hours per day in the office working with his elite team of twelve professional managers that handle every type of job imaginable. ECM is dedicated to hiring the best of the best technicians in order to provide fast, professional service with guaranteed total customer satisfaction no matter what!

Home Warranty Agreement

ECM is the largest privately owned extended service warranty provider in the State of Florida, ECM is licensed by the State of Florida Department of Insurance to sell home warranty protection plans. A home warranty agreement is similar to the warranty originally provided by the manufacturer of your air conditioning, appliances, plumbing and electrical systems. It's like an insurance policy that protects you against unexpected repair bills or costly breakdowns on any covered equipment. Our first service contract was sold back in 1990 and through time we have formulated and engineered the absolute most organized and efficient service operations in the State of Florida.

Air Conditioning Service and Installations

East Coast Mechanical Inc. (ECM) of Florida is a family owned business that has provided Residential and Commercial Air Conditioning, Plumbing, Electrical service from Pembroke Pines through Vero Beach Florida since 1985. With a fleet of 127 trucks on the road seven days a week and a complete focus on total customer satisfaction, it's easy to see why we have grown to be one the largest air conditioning, plumbing and electrical companies in South Florida.

Our air conditioning installations are designed and engineered for maximum performance. Our complete attention to detail, system design and engineering has made us extremely popular with consumers that understand that the actual installation of their new air conditioner has everything to do with the final SEER rating achieved. ECM installs over 3,000 air conditioners per year. We design and engineer more high efficiency systems than any company in Florida. Through our engineering principals our customers save over \$5,000 more on energy costs.

Plumbing Services

ECM's Plumbing division services both residential and commercial businesses. ECM is a full service plumbing business that currently provides service and installation of plumbing fixtures, faucets, toilets, tubs, shower pans, Jacuzzis, sewer line cleaning, drain line cleaning, leak detection and water heater replacement.

ECM's Exclusive Home Warranty Realtor Program



We want to personally thank you for showing an interest in our services here at ECM. We would like to extend a formal invitation for you to become a part of our ever-expanding invite-only ECM Exclusive Realtor Program. Being a part of this exclusive, invite-only, program provides you with special access to our service contract pricing and online realtor portal. This portal was specifically crafted with realtors in mind in an effort to provide you, the real estate professional, with all the tools needed to help you sell more homes with the added peace of mind of a home warranty. Before we explain the benefits of our exclusive realtor program, let's quickly explore some areas that may be of importance to you as a realtor.

The Problem

Buying and selling a home comes with many risks associated, and as a skilled real estate professional, this is something you've come to know and expect as a concern with potential home buyers. Previously owned homes will likely endure two to three mechanical system or appliance breakdowns during the first year of home ownership. This adds unexpected and unplanned costly expenses to the home buyers experience and this may ultimately reflect negatively on the realtor involved in the sale process.

The Solution

With all that in mind, ECM has developed an exclusive program that aids to protect the realtor from this specific type of liability. Essentially, the program offers the agent a way to safeguard their professional reputation and ensure their clients' peace of mind, by making sure every home they sell is covered by an ECM Home Protection Plan.

Did you know?

- Homes covered by Service Contracts sell an average of 11 days faster than those without Service Contracts.
- Service Contracts add from \$1,000 to \$3,000 in additional value to the appraisal.
- Homes protected by a Service Contract typically sell for 2.4% more than those not covered by a Service Contract.
- Over two-thirds of all homes purchased have 2 major mechanical systems fail within the first, second or third year following the purchase of a pre-owned or new home.

The Plan

Being a part of ECM's Exclusive invite-only Realtors Program adds a very prestige "stamp of approval" so to speak to your sales arsenal, aiding as a major differentiator when it comes to your potential prospect choosing whether to work with you or one of your competitors. Becoming a part of this exclusive program certainly has the potential of helping real estate professionals secure more sales by avoiding last minute repair negotiations that can postpone a closing.

Essentially, our service contracts are custom tailored and cover mechanical breakdowns of covered major appliances, air conditioning, plumbing, and electrical systems of a property for one full year.



Real Estate Increase

ECM's Home Warranty Protection Plans distinguish your listings from other homes on the market. This value-added benefit protects you and your clients before, during and after the sale. The **coverage is paid at closing**, out of the proceeds from the sale, so there is no out-of-pocket expense right now.

Sellers are protected during the listing period and Buyers are protected for up to one year. This means you and your clients can walk away from the closing knowing that a month or two down the road, the phone will not ring with a problem from the Buyers or their Real Estate Agent. The Seller's coverage begins the day we receive and process the application, provided there are no pre-existing conditions and the selected buyer coverage is effective on the day of closing.

- **Properties covered by warranties sell an average of 11 days faster.**
- **Properties covered by warranties add more value to the homes appraisal.**
- **Properties covered by warranties close, on average, for \$2,300 more.**
- **Over two-thirds of all homes purchased have three major mechanical system failures within the first, second or third year following the purchase of the home.**



Costs Associated with Home Up-keep - WITHOUT ECM

ITEM	SERVICE FEE	AVG. REPLACEMENT	AVG. REPAIR
Air Conditioner	\$120	\$5,200	\$375
Dishwasher	\$120	\$600	\$350
Washer/Dryer	\$120	\$600-\$800	\$225
Refrigerator/Icemaker	\$120	\$800-\$1,200	\$250

Professionals home sales & safeguard your clients



When a person buys a home, they take on the burden of maintaining a variety of systems and appliances. As you know, Sellers are required to disclose known problems but can't be blamed for passing along a dishwasher that conks out six months (or days) after the sale.

ECM's Home Warranty Protection Plan simplifies homeownership and eliminates costly repair bills. Normal wear and tear of everyday living will cause not only the best products to break down, but the newest ones as well - it just happens. Give your clients peace of mind, protect their home and your valuable reputation with an ECM Home Warranty Protection Plan.

ECM's Home Warranty Protection Plans offer valuable protection on a home's major mechanical systems, including air conditioning, water heater, plumbing, electrical, garbage disposal, refrigerator, washer, dryer and more! It doesn't matter whether the home is 2 years old or 30. ECM Home Warranty Protection Plans keep homes in working order, day in and day out, all year through.

ECM Home Warranty Protection Plans cover mechanical breakdowns, while insurance typically repairs the related damage. Think of it as a cause and effect relationship: If a hot water heater bursts and destroys a wall in your home, ECM's Home Warranty Protection Plan would repair the water heater and the homeowner's insurance would pay to fix the wall.

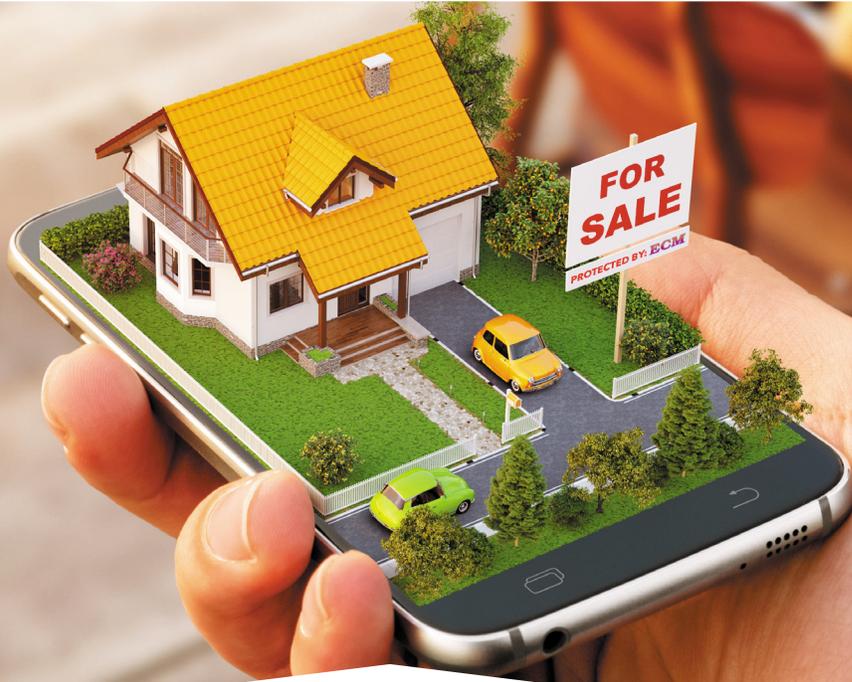
If your client called on us just once over a period of a year, chances are they would break even - the coverage pays for itself. But what if they call on us twice? Now, they're saving money! You do the math and you'll see why it makes sense to protect your clients with an ECM Home Warranty Protection Plan.

*“Coverage
that pays
for itself.”*

They'll thank you for it.

Total Home Protection coverage is only \$450 a year for Home Buyer Home sellers add only \$75 for coverage during the listing period.





INTRODUCING THE **EXCLUSIVE REALTOR PLAN**

EXCLUSIVE REALTOR PLAN PACKAGE

The Exclusive Realtor Plan Package and pricing is only available throughout the duration of a real estate transaction. Package, options and coverage will be altered and changed if not selected and/or purchased at closing.

NO UPFRONT FEES

No Upfront Fees for Seller - The Seller is covered without having to pay any up-front fees. The seller receives up to 6 months of coverage before closing. The plan is paid once the property closes, giving the home buyer one year of full coverage.

EXCLUSIVE REALTOR PLAN SELLER OPTION

Seller Coverage Option - regardless of which plan is chosen for the buyer during a real estate transaction, the Home Seller may wish to protect their home while their home is listed on the market. The Home Seller can add the Seller Coverage Option for up to a 6 month term (renewable at ECM's discretion) while the home is listed on the market through an approved real estate agency.

NOTE: Seller Coverage Option is limited to a total max cap of \$2,000 for all trades during listing period. Seller Coverage Option renewable upon ECM's discretion and review after 6 month expiration period, for up to 18 months.

WHAT ARE THE BENEFITS OF A HOME WARRANTY?

Benefits for Seller

Perfect Buyer Incentive - Use a Home Protection Plan to help market and sell your home. Homes with a warranty plan, on average, sell faster than homes without one.

Maintain Home Value - While your home is listed, an ECM Home Warranty Protection Plan helps cover the cost of unexpected repairs, keeping the value of your home as high as possible.

Budget Protection - With a plan in place while your home is on the market, you can rest at ease knowing that your budget is protected from any unexpected repair or replacement expenses during your selling phase.

Benefits for Home Buyers

Rest at Ease - Relief knowing you're budget is protected when an unexpected system or appliance repair/replacement comes up.

Low Deductible - With an ECM home warranty plan, you have a simple low cost of \$60 per trade service fee.

Additional Coverage Options - We offer additional add-on coverage options to ensure all your areas of concern are met.



Know Who's Coming to Your Home. We Never Use Subcontractors.

With ECM you'll never work with subcontractors. All technicians are employed through ECM. Our technicians are Certified, Bonded & Insured, and have gone through and passed extensive Background Checks.



WHAT IS A HOME WARRANTY?

ECM
EAST COAST MECHANICAL, INC.

HOME WARRANTIES

NO Repair Bills For One Full Year

Just pay a low \$60 per trade service fee

What is a Home Warranty?

A home warranty is an annual service contract that covers mechanical breakdowns for your home's major appliances, air conditioning, plumbing and electrical systems. It provides unlimited service calls*, labor, and parts to repair your covered equipment. If your air conditioner breaks down today, you'll have the peace of mind knowing that you're protected by an ECM home warranty.

Why Get A Home Warranty?

A home warranty can prove to be one of the best ways to save time and money. Three out of four homeowners surveyed agreed that having a home warranty provides "total peace of mind and protection". When you use ECM, a simple phone call to our team is all it takes to have a technician come out and fix the problem. Get the needed "safety and peace of mind" you deserve.



*Let **ECM** give you back your time,
save you from hassles, and best of
all, protect your wallet.*

Did You Know?

The average annual cost for full home protection is about
the price of your daily cup of coffee.



* \$60 Per Trade Service Fee Applies

REQUESTING SERVICE IS EASY!

1-2-3

1.



Call ECM - We're Local

When a covered item breaks down, simply call **561-586-3739** to reach our headquarters located right here in South Florida.

2.



Schedule Your Appointment

An ECM customer service representative will assign a certified technician to handle your covered request.

3.



Piece of Mind

An ECM technician will arrive to perform a scheduled repair. We never use subcontractors. All technicians are employed by ECM and undergo extensive training & background checks. You can rest at ease knowing who you'll have in your home.

Relax! **ECM**
EAST COAST MECHANICAL, INC.
has you covered.

A home warranty covers unlimited service calls*, labor and parts to repair any covered equipment. ECM makes it easy. No need to get stressed out trying to find a reputable company that will actually show up on time and do the job right the first time.

You can trust ECM,
the company that cares.

Fast Service.

Always on Time.

No Subcontractors.

No Repair Bills.

Complete Home Protection.

100% Peace of Mind.

* \$60 Per Trade Service Fee Applies



There's a 68% chance that three of these major systems will break down in your home this year!

Air Conditioner

- Air Handler
- Condenser
- Thermostat
- Humidistat
- Compressor
- Fan Blades
- Fan Motor
- Refrigerant R-410A
- Capacitors
- Relays
- Contactors
- Transformers
- Electronic Board



Plumbing Repairs

- Stoppages in interior of dwelling
- Flapper in two-piece toilets
- Ballcock in two-piece toilets
- Flush Valve
- Select Faucet Components
- Flex lines
- Tank bolts
- Toilet handles
- Wax seal (toilet)



Electrical Repairs

- Circuit breakers (excluding main or GFI)
- GFI wall outlet (bathroom)
- Wall switches
- Receptacles
- Fluorescent light ballasts (4', 6' and 8') in kitchen and bathrooms
- Fluorescent end clips



Microwave Oven

- (Built-in Only)
- Motors
 - Relays
 - Diode
 - Rectifier
 - Stirrer
 - Belts
 - Capacitors
 - Transformer
 - Magnetron tube
 - Electronic Boards



Oven / Range

- Bake element
- Broil element
- Coil burners
- Thermostat
- Burner Switches
- Bake switch
- Door latch mechanism
- Door springs
- Electronic boards



Refrigerator

- Compressor
- Thermostat
- Relays
- Overloads
- Defrost heater
- Timer
- Fan motors
- Fan switch
- Fan blades
- Light switch
- Electronic boards



Dishwasher

- Motor pump assembly
- Timer
- Door Switch
- Electrical Controls
- Float Switch
- Selector Switch
- Heater Assembly
- Electronic Boards
- Touchpads (built-in only)



Clothes Washer

- Motor
- Belts
- Timer
- Switches
- Water valves
- Transmission
- Pump
- Thermostats
- Electronic boards



Clothes Dryer

- Motor
- Belts
- Timer
- Switches
- Thermostat
- Heater Assembly
- Rollers
- Glides
- Relays
- Electronic boards



Water Heater

- Heating Element
- Thermostat
- Reset overload control
- Pressure relief valve



Garbage Disposal (1/2 HP)

- Switches
- Brushes



Our Packages at a Glance

One Year Parts & Labor Coverage

	Available Buyer Packages			
	Seller Protection	Systems Plan	Total Home Protection	Total Home Plus
	\$75	\$300	\$450	\$500
SYSTEMS				
Central Air Conditioner	●	●	●	●
Plumbing	●	●	●	●
Sewer Line Stoppages	●	●	●	●
Electrical	●	●	●	●
Water Heaters (Up to 50 Gal.)	●	●	●	●
Replacement Air Conditioning (\$2,000 Limit)	●	●	●	●
Replacement Water Heater (Up to 50 Gal.)	●	●	●	●
APPLIANCES				
Clothes Washer			●	●
Clothes Dryer			●	●
Kitchen Refrigerator (includes icemaker)			●	●
Microwave (built in only)			●	●
Dishwasher			●	●
Garbage Disposal (Up to 1/2 hp)			●	●
Oven/Range/Cooktop			●	●
Replacement Appliances (Standard Model)				
ADDITIONAL HOME SYSTEMS				
Ceiling Fans				●
Door Bell				●
Smoke Detectors				●
Garage Door Opener				●
Instant Hot Water Dispenser				●
FAILURE DUE TO				
Sediment	●	●	●	●
Undetectable Pre-Existing Conditions	●	●	●	●
Improper Installations or Modifications	●	●	●	●
Refrigerant Recapture, Reclaim & Disposal	●	●	●	●
Removal of Defective Equipment	●	●	●	●
ADDITIONAL COVERAGE				
Extended Air Conditioning Parts Coverage			●	●
Extended Appliance Parts Coverage			●	●
Extended Plumbing Parts Coverage			●	●
Obsolete Parts Coverage			●	●

* Subject to a \$2,000 cap for all trades during listing period Coverage renewable at ECM's option each 6 month period, up to 18 months.

Trade Service Call Fee - \$60

There is a Trade Service Call Fee per service trade (plumber, electrician, etc.) and this is typically less than standard service rates.

ECM HOME WARRANTIES FAQ'S



Q. What Service Area Does ECM Cover?

ECM has been servicing South Florida for over 30 years. We currently provide service to Broward, Palm Beach, Martin, St Lucie and Indian River counties.

Q. What Kind of Service Quality Can I Expect from ECM?

ECM hires the most highly trained technicians in our industry and our entire company goes through rigorous, ongoing training. We hire the best because you deserve the best.

Q. Do I Need A Home Warranty?

According to a recent study, two-thirds of Americans will have a major mechanical breakdown in their home during a given year. The purchase of an ECM Home Warranty can help reduce the high costs associated with upkeep, repair and replacement of your home appliances, air conditioning, plumbing and electrical systems.

Q. Is ECM Licensed to Sell Home Warranties?

We have been licensed through the State of Florida's Department of Insurance Regulation to sell Extended Service Warranties since 1990. You can view our license information at: <https://ecm.tips/floir>

Q. Is A Home Warranty Contract Through ECM Guaranteed?

Absolutely! In order to guarantee our contracts, it's required that we maintain a \$100,000 cash deposit with the State of Florida and 25% all monies collected are deposited into a special escrow account for the duration of the contract.

Q. Does ECM Need to Inspect My Equipment Before I Purchase a Home Warranty?

No. A home inspection isn't required in order to purchase an ECM Home Warranty.

Q. How Do I Contact ECM If I Have a Claim?

One simple call to our corporate headquarters in Boynton Beach, Florida does it all. You won't be calling an out of state call center. Our in-house team will answer your call promptly and get you a scheduled appointment within 5 minutes. We never use subcontractors so we guarantee all service calls will be performed same-day or next day, depending on when you call.

Disclaimer

Not all home systems and appliances are covered. Go to our website for a full disclosure of terms and conditions. A Trade Service Fee applies to the initial visit by a technician for each covered trade. This initial fee covers any additional technician visits required for the same breakdown within 30 days of the original service date. Additional charges may apply to some repairs and replacements. System and appliances: cash is provided in lieu of replacements in the amount of ECM's actual cost to replace such item (less than retail); b) must malfunction due to normal wear and tear during the contract term; and c) items designated by the manufacturer as commercial are not covered. Refer to contract for cancellation policy.

REAL ESTATE CONTRACT AGREEMENT PARTIAL SAMPLE TERMS AND CONDITIONS– 8-31-2018

FOR FULL TERMS AND CONDITIONS VISIT
WWW.ECMSERVICE.COM REAL ESTATE CONTRACT

COVERAGE TERMS AND CONDITIONS

EAST COAST MECHANICAL, INC: Hereafter referred to as ECM. Contract covers only items and equipment listed on the front of this contract agreement. Contract covers only one of each item listed. This contract covers parts and labor for listed covered repairs necessitated by a mechanical failure due to normal wear and tear only and in accordance with the terms, conditions and limitations of this contract until deemed unrepairable or condemned by ECM, at which time such equipment shall be replaced by owner at owner's expense unless covered by replacement. If in our opinion, the repair cost exceeds the current value of the product being repaired, the equipment may be deemed unrepairable and condemned by ECM. Releasing ECM from any and all further contractual obligations unless covered by replacement. Covers equipment and products located on interior of main home only, guest house is optional.

SERVICE REQUEST: Office hours are Monday thru Saturday 8am to 5pm.

- a.) Service rendered Monday thru Saturday from 8am to 5pm
- b.) Service provided same day or next day in most cases
- c.) ECM will not provide service until all past due Trade Service Fees and Plan Fees are paid in full.
- d.) Emergency service is defined as uncontrollable water leaks and service is provided during normal hours of operation.
- e.) If you request a second opinion, you will be responsible for the payment of an additional Trade Service Call Fee only if the outcome of the second opinion is the same as the initial opinion.
- f.) You are required to pay a \$60 Trade Service Call Fee for each trade service request you submit to ECM.
- g.) If a particular product repair fails for the same exact issue within 30 days of the original repair, ECM will repair the covered failure and you will not be charged an additional Trade Service Call Fee.

GRACE PERIOD: This contract does not have a grace period. No services or work in progress beyond the expiration date will be scheduled or performed. The rate charged for this contract is not subject to regulation by the state of Florida.

REALTOR EXCLUSIVE HOME WARRANTY PLAN

- a.) Regardless of which plan is chosen for the Buyer during a real-estate transaction, the Home Seller can add the seller coverage option for up to a 6 month.
- b.) You will get valuable budget protection for many of your most critical home systems while your home is on the market.
- c.) Note seller coverage is subject to a \$2,000 cap for all trades during listing period.
- d.) Seller coverage option renewable upon review after 6 month period.
- e.) Renewal at ECM's discretion for up to 18 months while the home is listed on the market through an approved real estate agency.
- f.) No home or equipment inspections are required prior to purchase.
- g.) All equipment must be in good operating condition prior to acceptance of contract by ECM.

PRE-EXISTING CONDITIONS: Pre-Existing Conditions are defects or mechanical failures that could have been detected by visual inspection and/or simple mechanical test. A visual inspection of the covered item verifies that it appears structurally intact and without damage or missing parts that would indicate inoperability. A simple mechanical test is defined as turning the product on and running through a partial or complete cycle for which the product was designed to perform. While turned on, the product should operate without causing damage, irregular sounds, smoke, or other abnormal outcomes. Covered items must be in good operating condition prior to acceptance of contract by ECM. Any items with existing conditions in first 30 days considered to be pre-existing conditions by ECM are excluded from the Sellers and Buyers contract until such repairs are paid for and completed by ECM. Including any new coverage added at renewal of contract.

FIRST YEAR CUSTOMER:

- a. Real Estate Customer contract term begins at close of sale (escrow) and continues for 1 year.
- b. If ECM provides Home Seller Customer coverage, any exclusions, denials, or suspension of service will apply against this Real Estate Customer contract term.
- c. Direct-to-Consumer Customer contract term is for 1 year beginning upon acceptance of application by ECM and receipt of plan fee.

CENTRAL AIR CONDITIONING & HEATING up to 5 ton capacity: (Air Handler & Condenser electric type only). Covers up to two Air Conditioners max located within the confines of the main home only. Covers: Compressor, evaporator coil, standard thermostat and humidistat, standard fan motors, relays, contactors, run capacitors, unlimited Freon 410-A, fan blades, transformer, blower wheel, electric heater.

FREON / REFRIGERANT: ECM will supply unlimited R410-a Freon on covered equipment at no cost. Freon R-22 is covered up to \$20 per pound.

AIR CONDITIONING REPLACEMENT LIMIT: There is up to a \$2,000 replacement limit on a covered Air Conditioning system. Should ECM condemn the condenser or the air handler the customer shall be required to pay the full retail value of the equipment plus all installation costs and permitting fees required by ECM to install the entire system. The maximum replacement allowance limit of \$2,000 will be issued towards a new air conditioning system purchased through ECM and installed by ECM only. If customer fails to or refuses to pay ECM the cost of replacing the a/c system minus the \$2,000 allowance credit, then by all rights ECM is relieved of and is not required to repair or replace the condemned unit or system. Replacement due to R-22 obsolescence is not covered.

EQUIPMENT MAINTENANCE IS NOT COVERED: including a/c condensate drain lines, condensate drain line leaks or blockages, dirty coils, dirty drain pans, coil cleaning, and any equipment malfunction related to lack of maintenance. ECM reserves the right to refuse to clean a dirty evaporator coil due to age and condition. You are responsible for providing maintenance and cleaning on covered equipment as specified by the manufacturer on all covered equipment including flushing a/c condensate drain line. Customer shall assume 100% full liability for any water damage related to an a/c condensate drain line leak or clogged drain

This contract covers single family homes (including manufactured housing), new construction homes, and condominiums/townhomes/mobile homes under 3,500 square feet, unless an alternative contract is applied for through ECM, and the appropriate fees for additional equipment coverage is paid for. Coverage is for owned or rented residential property. Covers up to two air conditioners and one of each appliance and/or product listed as covered on the front of contract agreement. Additional equipment coverage is available.

APPLIANCES

REFRIGERATOR: Covers all mechanical components and parts. Food spoilage due to ECM's neglect is limited to \$100 per contract year.

OVEN/RANGE: Covers all mechanical components.

MICROWAVE: Covers all mechanical components.

DISHWASHER: Covers all mechanical components.

GARBAGE DISPOSAL (up to 1/2 HP): Covered all components and standard wall switches

WASHER AND DRYER: Covers all mechanical components and parts.

GARAGE DOOR OPENER: Covers: diagnosis repair/replacement of Garage door opener assembly up to a combined contract term limit of \$750.

GARAGE PLUMBING & ELECTRIC: Covers GFI outlets, receptacles, light switches, fluorescent light fixtures and mop sink.

SMOKE DETECTORS: Covered for diagnosis, repair/replacement up to a combined max of \$150 per contract term.

DOOR BELL: Door bell and door chime to standard equipment up to a max \$150 per contract term.

CEILING FANS: (interior of home only) Covers motor and wall fan switch. Replacement \$75 max per contract term, If obsolete motor. Installation of a new fan is not included.

REPLACEMENT COVERAGE: ECM is solely responsible to determine when equipment is non-repairable. Its determination is final and binding. If you have replacement coverage it is indicated by an (R) next to the specific equipment covered on the face of this contract. Replacement of a covered product will be made only if the product suffers 100% total (not partial) functional mechanical failure and is deemed unrepairable and condemned by ECM only. At which time, ECM will offer you cash in lieu of repair or replacement services for a standard replacement product only. This offered amount is based on what ECM would expect to pay (which is substantially less than retail) for covered equipment. Cash value for all equipment will be determined by ECM only and shall not exceed listed replacement limit. There is a 30 day waiting period from initial date of coverage for replacement of parts and a 90 day waiting period for replacement of equipment coverage to go into effect. All parts or equipment replaced become the sole property of ECM.

APPLIANCE REPLACEMENT - COVERAGE LIMITS: Covers one only, of each product type listed. Additional equipment may be added for an extra fee.

- a) There is up to a \$1,000 replacement limit on a covered refrigerator,
- b) Up to \$500 replacement limit on a covered oven/range, dishwasher, washer, dryer and stack washer/dryer combo.
- c) Up to \$250 replacement limit on a covered microwave
- d) Up to \$250 replacement on a Garbage disposal up to ½ hp. (installation included)
- e) Freon 12 is an obsolete refrigerant and any sealed system problems or modifications are not covered.
- f) Freon 12 equipment condemned by ECM shall be limited to a maximum replacement limit of \$200.
- g) Receipt of new equipment purchased required, used equipment does not qualify.

ELECTRIC WATER HEATER: (up to 50 gal. standard full size models only) Covers: Thermostats, elements, and temperature/pressure valve.

GAS EQUIPMENT & GAS WATER HEATERS: (up to 50 gal.) (Power vent heaters excluded) COVERS: Thermocouple, gas control valve, burner assemblies.

WATER HEATER REPLACEMENT COVERAGE: (50 gallon max. standard residential size - electric or gas type). ECM will supply you with a replacement water heater only if existing water heater ruptures. There is up to a \$500 allowance replacement limit on a covered water heater that ruptures and is purchased through ECM and installed by ECM only. There is a maximum replacement reimbursement limit of \$250 if customer refuses to use ECM for the installation. Homeowner shall pay all additional costs including permits, code requirements and electrical upgrades. Homeowner shall assume all responsibility for replacement of water heater prior to rupture and shall hold ECM harmless from any and all liabilities and/or damages incurred by homeowner. Does not cover tankless or hybrid water heaters, attic installations, above ground installations and non-available water heaters or water heaters that do not fit in the same location due to size.

PLUMBING: (3 bath max) Must include all bathrooms and kitchens.

- a) COVERED: Clearing/snaking of accessible sink, bathtub, fixture traps and shower stoppages behind walls and below the floor up to 10ft. from fixture.
- b) Toilet stoppages are limited up to a max of 5ft.
- c) Repair of standard two-piece toilets, toilet handles, flappers, ballcocks, flush valve, gaskets, tank bolts, wax seal.
- d) Standard faucet aerators, cartridges, washers, kitchen basket strainer,
- e) Tub diverter, water heater gate valve, and angle stops when leaking.
- f) Repair of visible and accessible plumbing leaks inside walls on copper pipes up to 1" inch in diameter.

SEWER ROOTER SERVICE: Covered single family homes only for diagnosis/repair up to a combined term limit of \$1,000. Main line lateral sewer stoppages located under the foundation of the home that can be cleared by snaking through an accessible ground level cleanout or P-traps up to 75" feet from access point.

MINOR ELECTRICAL COVERS: Standard dimmer switches, wall switches, outlets and standard circuit breakers up to (60 AMP) located in interior of dwelling. Ballast to standard 4', 6', 8' fluorescent light fixtures located in kitchen and bathroom ceiling only.

OPTIONAL COVERAGE:

A/C TUNE-UP: (optional coverage) ECM will perform one annual 21-point tune up and flush drain line. Customer is responsible for scheduling pre-paid tune-up no later than 30 days prior to expiration of contract. No extensions and (no refund). Limited availability in summer months

CENTRAL VACUUM SYSTEM: (optional coverage) Coverage: all mechanical components and parts:

POOL HEAT PUMPS (electric type only): Coverage: compressor up to \$300, all other covered parts are limited up to a combined max of \$100 per incident.

POOL PUMP OR SPA PUMP: (optional coverage) Coverage for diagnosis repair and replacement up to a combined max of \$750 per contract term. Covers: Motor and pump assembly up to \$300 max, including time clock, pressure switch and electrical up to exterior disconnect box.

SPRINKLER & WELL PUMPS: (optional coverage) Coverage for diagnosis repair and replacement up to a combined max of \$750 per contract term. Covers: motor and pump assembly up to \$300, including time clock, pressure switch and electrical up to exterior disconnect box.

WATER SERVICE LINE FROM HOME TO METER: Coverage single family homes only (up to a max of \$1,000 per contract term): Repair and/or replacement of leaking exterior main water service line, for which you have sole responsibility, from your property boundary to the water meter that is damaged due to normal wear and tear. Not to exceed 50' feet.

FAUCET REPLACEMENT: (optional coverage) Covers: ECM is solely responsible to determine when equipment is non-repairable. Replacement of a covered faucet will be made only if the product suffers 100% total (not partial) functional mechanical failure due to normal wear and tear. Not an abused faucet or a functional but dripping faucet. At which time, ECM will supply and install a Builders standard similar replacement faucet up to \$250 contract term limit which ECM carries in stock. ECM is not responsible for matching brands, styles or colors. ECM will not install any customer supplied fixtures. You may purchase an upgraded faucet from ECM only

TOILET REPLACEMENT LIMITS: (optional coverage) Coverage: ECM is solely responsible to determine when equipment is non-repairable. Replacement of a covered product will be made only if the product suffers 100% total (not partial) functional mechanical failure. Not cracked, broken, or abused toilets. At which time, ECM will supply and install a Builders standard similar replacement toilet of ECM's choice which ECM carries in stock not to exceed a \$350 installed retail value. ECM is not responsible for matching brands, styles or colors. ECM will not install any customer supplied toilets. You may purchase an upgraded toilet such as a TOTO toilet from ECM only. Toilets will not be replaced for continuous clogging of toilet caused by medical conditions and not related to a mechanical malfunction.

Exclusive Realtor Plan

Pricing and Enrollment Application

Realtors can purchase online at realtors.ecmservice.com

1 Fill out the Enrollment form below

Property Information

Property Address to be Covered		
City	State	ZIP
Listing Expiration Date (if selling)	Home Sq. Ft.	

Seller Information

First Name	Last Name
Phone Number	Email Address
Mailing Address	

Buyer Information

First Name	Last Name
Phone Number	Email Address
Mailing Address	

Real Estate Agency Information

Buyer Seller

Real Estate Company Name	
Main Phone	Fax
Agent Name	Agent Email

Cooperating Real Estate Agency

Buyer Seller

Closing Company Name	
Phone Number	Fax

Closing Company

Closing Company Name	
Phone Number	Fax
Closing Date	Closing Number
Closing Representative Name	Email Address

2 Select Buyer Coverage

3 Seller Coverage

Home Services Protection Plan	Seller Protection	Systems Plan	Total Home Protection	Total Home Plus	Elect Seller Coverage Option <input type="checkbox"/> Yes, add seller coverage option to my "Buyer" Total Home Protection Plan.
Single Family Home	\$75	\$300	\$450	\$500	
Condo / Townhome / Mobile Home	\$75	\$250	\$350	\$400	

4 Buyer Options

5 Sign

Additional Refrigerators*	\$15
Well Pump**	\$65
Sprinkler Pump**	\$65
Pool Pump	\$65
Spa Pump	\$65
Pool Heater (electric only)	\$65

NOTE: Unless otherwise noted, all prices shown are for a one-year Agreement Term for homes under 3,500 sq. feet, for guest unit pricing, multiple unit properties, and for 2-year pricing plans, please call 561.586.3739.

ECM may provide compensation to real estate brokers and their related companies for services provided in connection with its Home Warranty program. In connection with the program, a broker may provide information regarding you and your home to ECM. By submitting this application, you authorize the broker to share such information with ECM and authorize ECM to use such information in connection with its program. You are not required to buy a Home Warranty and, if you want one, you are not required to buy it through a broker or sales associate.

Buyer Home Protection Plan	\$ _____
Buyer Options Total	\$ _____
Seller Coverage Option	\$ _____
Grand Total	\$ _____

I accept the benefits of the ECM Home Services Protection Plan coverage. I received a copy of the ECM Home Services Protection Plan Agreement and understand the key terms, coverage, limitations and exclusions, and I had the opportunity to ask questions regarding such coverage.

I decline the opportunity to purchase the ECM Home Services Protection Plan coverage.

Signature _____

Date _____

Signature _____

Date _____

* Available only with Total Home Protection and Total Home Plus Packages.
 ** Not Available for Condo/Townhome/Mobile Home

\$60 Trade Service Call Fee