



**ABC** HOME  
SERVICES

## New Contractor Information HVAC

### ABC Home-SAFE Warranty

The plan covers the failures of mechanical systems and appliances listed in the terms & conditions and located within the foundation of the home due to normal wear & tear that occur and are reported during the coverage period.

#### What makes us different?

- We're local
  - No hassle in dealing with a large corporation
  - Easy to contact us
  - No delays authorizing repairs
- No SERVICE FEE (deductible)
  - We do not charge a service fee for covered repairs
  - No need to collect from the homeowner on the job
- Comprehensive Coverage
  - Our basic plan has comprehensive coverage for the home without the need to add on additional packages
  - Fewer unexpected charges (eg. haul away, permits, etc.)
- Use your own pricing
  - We do not set pricing for contractors in almost every situation
    - Our only exception is for furnace replacements
  - When determining our charges, we ask that you please consider that:
    - you will not have to advertise or market for our work
    - payment is quick and guaranteed (we pay within 30 days)
    - you will rarely have a quote for repairs declined.
- We cover "undetectable pre-existing conditions"
  - We will cover an existing defect or mechanical failure provided the defect or mechanical failure could not have been detected by visual inspection or simple mechanical test (turning the unit on or off) at the start of coverage.
  - An item must be in good working order and connected at the start of coverage.
- **Our contractors love working with us!**



**ABC** HOME  
SERVICES

**COMMUNICATION IS THE KEY!** Please remember that the homeowner looks to you to keep them updated on your scheduling and repairs.

#### **Claims Procedure**

- In most cases, we receive the homeowner's claim by phone
- The homeowner's name, address, phone number, and problem description are emailed to the contractor
  - We ask that the contractor does a "REPLY ALL" to the email to indicate that the work order has been received
  - ABC tracks all claims by email
- ABC has screened the homeowner for obvious causes to the problem (eg. dirty furnace filter, tripped breaker, thermostat batteries).
- Homeowner has access to their Terms & Conditions
- We have reminded the homeowner that we will make **ONLY** covered repairs.
- Homeowner expects a call from the contractor within 1 business day to schedule service. In most cases, we send the homeowner the contractor's name and phone number by text message for their own reference.
- Unless otherwise indicated (eg. emergency service), the contractor schedules service with the homeowner during regular weekday business hours (no evening or weekend unless indicated).
- We can authorize the contractor to make up to \$300 in covered repairs without authorization from us
  - For claims that go over \$300 we ask that you contact us by phone to authorize service. In most cases we are able to OK the repair immediately, eliminating service delays.
  - For replacement of systems/units/major components, please submit a written proposal as you would any of your customers
  - In rare cases, we may get competitive bids from other contractors for large quotes. If this happens, you will be paid for your time.
- When in doubt, please **CALL!** We are very easy to reach and happy to answer any questions for you quickly.