

Cooling Repair & Maintenance Plan

PRODUCT ID: HS0665001695 DATE: JUNE 2020

WHAT'S INCLUDED

- Coverage for one primary central cooling system or ducted electric central air conditioning, and blower motor located in the furnace if necessary for proper operation of the cooling system.
- Coverage for all parts & labor, up to \$2,000 annually, \$400 per incident toward repairs or reimbursement toward replacement. No restrictions on age, make or model.
- Professional service from our skilled, pre-qualified, independent local service providers.
- No deductibles or trip charges

FAQ'S

What does the Cooling Repair and Maintenance Plan cover?

The Cooling Repair and Maintenance Plan provides coverage for one primary central cooling system, ducted electric central air conditioning, and blower motor located in the furnace if necessary, for proper operation of the cooling system. Parts & labor, up to \$2,000 annually, \$400 per incident toward covered repairs or reimbursement toward replacement. The plan includes an annual performance tune-up on one primary central cooling system or ducted electric central air conditioning unit, checking of refrigerant level and adding up to a maximum of 2 lbs. of replacement refrigerant, not to exceed \$100 per annual term at no additional cost if needed.

Why do I need Cooling Repair and Maintenance Plan coverage?

Your air conditioner should be tuned up and its refrigerant level checked once each year to maintain peak efficiency. Without proper attention, your AC equipment could fail on you when you need it the most, leaving you on your own to find a technician. Every year, thousands of central air conditioning units break down, and with the Cooling Repair and Maintenance Plan, you'll get covered repairs done quickly and hassle-free. You won't have to pay out of pocket for any covered work your system needs as the result of regular wear and tear (up to \$400 per incident/\$2,000 annually). This optional coverage will help you get your AC up and running as soon as possible and thanks to American Home Solutions' network of independent contractors, you won't have to spend time searching for a reputable contractor to handle your request. Repair work is performed by local, experienced, pre-qualified service providers.

Are repair appointments available overnight or on weekends?

In emergency situations only, weekend appointments will be available to repair your Cooling System. All other appointments are done during normal business hours. Customers can contact American Home Solutions 24-hour hotline at 833-760-0370 to request a repair, and they will provide more detailed appointment information.

Do I have to pay a deductible or trip charge?

No. You will not be responsible for paying a deductible or trip charge with this plan.

Are there any parts that aren't covered with this plan?

Most common parts and services are covered, for a detailed list of covered and not covered parts please see plan terms and conditions at the [American Home Solutions Homepage](#).

Who is American Home Solutions?

Iberdrola Texas is partnering with American Home Solutions to provide customers with peace of mind from the unexpected with affordable protection plans. The optional protection programs are provided by Pivotal Home Solutions, LLC d/b/a American Home Solutions. American Home Solutions offers solutions that protect customers in many ways.

How do I file a claim with American Home Solutions?

American Home Solutions is available at 833-760-0370 24 hours a day, 7 days a week. Please call as soon as a problem is discovered to request service or request reimbursement paperwork for the Surge Protection Plan.

How do I pay for Home Services plans?

The Home Services Plans provided by American Home Solutions will appear as a recurring monthly charge on your electricity bill.

Can I sign up for Home Services plans without switching electricity providers?

You must be an Iberdrola Texas customer in order to enroll in Home Services Plans provided by American Home Solutions.

Can I select different coverage amounts for my Home Services plans?

No, you cannot pick a specific coverage amount. For the Cooling Repair and Maintenance Plan, customers can enroll in multiple plans only if there are multiple AC units servicing the home.

Do the Home Services plans cover pre-existing conditions? Is there a waiting period for protection?

The plans do not cover issues occurring before your coverage effective date. Repair coverage will begin 30 days after the Commencement Date on your welcome letter and is subject to eligibility.

Do the Home Services plans auto renew every year?

These plans are optional, are for an initial term of 12 months and are renewed automatically for additional 12-month periods at the end of each term.

How do I cancel my Home Services plan?

You have 30 days from the Commencement Date listed on your Welcome Letter to cancel your plan and receive a refund if no services are rendered. During the remaining term, you can cancel at any time and your plan will be canceled at the end of that monthly billing cycle.

When will my Home Services plan coverage officially begin?

Your eligibility for maintenance on your cooling system under the Cooling Repair and Maintenance Plan begins once the enrollment is processed. Coverage under the cooling repair portion of the Cooling Repair and Maintenance Plan begins 30 days after your enrollment is processed. You will receive a Welcome Letter and Customer Agreement in the mail or by email confirming your enrollment.

Optional coverage provided by Pivotal Home Solutions, LLC d/b/a American Home Solutions.

Recurring Monthly Charge will appear on your Iberdrola Texas electricity bill.

Some exclusions apply. Repair and/or replacement coverage will begin 30 days after the Commencement Date on your welcome letter and is subject to eligibility. This optional protection does not cover issues occurring before your coverage effective date. This optional enrollment will continue to be renewed annually unless otherwise notified.