

# Water and Sewer Protection

YOUR LOGO HERE

## Contact Us

Complete Appliance Protection  
1532 NE 96th Street, Suite A  
Liberty, MO 64680

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Fax: 1-816-792-2009  
Email: [claims@completehomewarranty.com](mailto:claims@completehomewarranty.com)

## In Canada

Complete Appliance Protection  
1801 - 1 Yonge Street  
Toronto, ON M5E 1W7

## Complete Appliance Protection, Inc.

This agreement is serviced and underwritten by Complete Appliance Protection, and is provided free of charge by your home inspector as part of your paid and completed home inspection.

## 1. DEFINITIONS:

“**Servicer**” means the Servicer you have selected.

“**Company**” means Complete Appliance Protection, Inc., 1532 NE 96th St., Suite A, Liberty, MO 64068, the administrator for the Complete Protection (CP) program.

“**You or Your**” means the recipient of this Service Plan who is also the owner of the home which is not being used for commercial purposes.

“**Service Plan or Plan**” means this Water and Sewer Protection Plan.

## 2. TERM OF PLAN:

This Plan runs for a period of 90 days following the date of inspection, or 30 days after closing, whichever comes later. If You have a sewer scope the Plan will run for 180 days after the date of inspection.

## 3. WHAT THE PLAN COVERS:

This Plan provides repairs for line breakage, collapses, or significant leaks that affect the normal functionality of the sewer and water lines that are the result of normal wear and tear. The water line is protected from the point of the utilities connection (usually the meter) to the main shut off valve in the home. It also protects the well water line, no deeper than five feet below ground level. The sewer line is the single lateral sewer service from the point it leaves the external walls of the home to the point of connection with the utility’s waste water system or a septic tank. If protected, the Company shall pay \$2,000 of charges after the home owner has paid the first \$300 for any repairs and investigation per occurrence. All other expenses over the first \$2,300 are also the home owners responsibility. One claim is allowed for the water line and one for the sewer line.

## 4. HOW TO MAKE A CLAIM:

You make a claim by first calling the Company (1-800-978-2022) to obtain a claim number prior to the expiration of this Plan. You will be asked to find a Servicer of your own choosing who will need to provide a written explanation of what caused the problem and an itemized estimate to fix the problem.

This documentation must be provided within 10 calendar days of receiving Your claim number. Pictures and/or video may need to be supplied. You will also be asked to provide the Company a copy of your home inspection report.

## 5. WHAT THE PLAN DOES NOT COVER:

**A. Prior to Home Inspection:** The Company will not pay for repairing anything that occurred prior to the Home Inspection.

### **B. Situations Normally Covered By Your**

**Homeowners Policy:** The Company will not pay for repairs or damage caused by floods, fire, lightning, power surges, theft, power/water supply outages, natural disasters, acts of God, civil disobedience, war, or from secondary damage resulting from any lines failure.

**C. Untimely Reporting:** The Company will not pay any claims if they were reported after this Plan has ended.

**D. Renovation:** Any home that is being renovated is not protected under this Plan as well any damage caused by You and/or a third party.

**E. Not up to Code:** The Company will not pay for the repair of anything that is required by any government body; city, state, federal or other third party.

**F. Investigation:** The Company will not pay for the repair of any damage done due to the investigation or repair of a covered claim. For example, repairing sheet rock, flooring or sidewalks that were accessed during the investigation or repair.

**G. Shared Lines:** The Company shall not pay any repair involving lines that are shared with another property.

**H. Consequential Damage:** The Company will not pay for any secondary damage resulting from the failed sewer or water lines. This also includes lost time, lost use of your home, or any damages due to special circumstances.

**I. Line Relocation:** The Company will not pay for the relocation of water or sewer lines.

**J. Clogs:** This plan does not provide protection for any clogs.