

# CASTLEKEEP<sup>SM</sup> Service Agreement

## INCLUDED BENEFITS:

- SCHEDULED MAINTENANCE SERVICE
- GUARANTEED RENEWABLE

## STANDARD COVERAGES:

- STRUCTURE
- ROOF
- HEATING
- PLUMBING
- ELECTRICAL
- FIREPLACE
- DUCTWORK
- FOUNDATION
- AIR CONDITIONING
- BUILT-IN APPLIANCES
- WHIRLPOOL BATHTUB
- WATER IN VENT BOXES
- WATER HEATER
- DRAINAGE

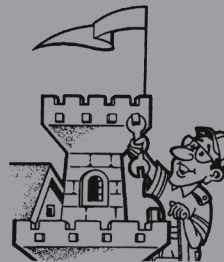
## OPTIONAL COVERAGES:

- SHOWER PAN
- POOL / SPA
- HUMIDIFIER
- REFRIGERATOR
- WASHER / DRYER
- CENTRAL VACUUM
- WELL PUMP



# CASTLEKEEP<sup>SM</sup>

(405) 348-HOME (4663)



ONLY \$45 FEE  
PER TRADE  
SERVICE CALL

Corporate offices, 2800 S. Kelly Ave., Suite D Edmond, OK 73013 • 405-348-2115 (Fax)

**T**here's a lot of pleasure in being a homeowner, but that enjoyment can sour quickly. Normal wear and tear on the vital systems in your home can cause sudden breakdowns or those unpleasant surprises just when you are most vulnerable—the coldest night of winter, the hottest day of summer, right before an important event or a vacation. But protecting yourself from unwelcome and expensive home repairs is easy.

## REFERENCES

The words "we", "us," "our" and "CastleKeep" in the text of the Service Agreement below refer to CastleKeep Home Services. The words "you", "your", and "homeowner" refer to the owner/ applicant shown on the application for this service and this document. The words "Provider of funds" refers to the person(s) or party(s) that actually paid for the service contract.

## A. CUSTOMER SERVICE CALLS

**For maintenance service call (405) 348-4663  
CASTLEKEEP WILL NOT REIMBURSE FOR SERVICES PERFORMED WITHOUT ITS PRIOR APPROVAL.**

- When repair services, covered by this contract are required, you must contact CastleKeep as soon as the problem is discovered. In the event of any claim made after the expiration of this contract, any notice of service need must have been made to us in writing prior to the contract expiration date.
- We will call an authorized technician to perform the repair services within 24 hours of verification of defect (36 hours on weekends and holidays) except in cases where certain weather conditions, etc. prevent, impede or impair repairs from being attempted and/or completed properly.
- CastleKeep has the sole right to select the service technician and company to perform repair/replacement services.
- We will determine which repairs constitute an emergency and will make reasonable efforts to expedite services.
- It is essential that you notify CastleKeep as soon as possible if parts or workmanship provided to remedy a specific defect covered by this contract should fail. CastleKeep will make the additional repairs without an additional service call fee. The additional repair shall be guaranteed for a period of 90 days (except extended Foundation coverage, see Section C-1). Any defect(s) occurring 90 days after completion of repair(s) shall be considered to be new defect(s) and will constitute payment of additional trade service call fee(s).
- You will pay \$45 for each trade service call. The service call fee is for each incident by each CastleKeep technician or approved subcontractor and is payable to the CastleKeep technician or approved subcontractor at the time of each visit.
- Service claims made by client subsequently determined to be false or without merit will require payment in full for all expenses incurred by CastleKeep. Such expenses will be a minimum of \$65.
- Failure to pay any service fees will result in suspension of coverage until such time as the fee is paid. At that time, coverage will be reinstated but the contract period will not be extended.

## B. SERVICE CONTRACT COVERAGE

CastleKeep Home Maintenance Service Contract will be in effect for the term shown on the "Contract Declarations" page. The covered items that have been inspected will be covered after any necessary repairs have been made, or parts replaced, and are in working condition as determined by CastleKeep. (It is not required that any or all of the identified defects be repaired in order to obtain our service, however, these defective items will not be covered until they have been corrected.)

## REQUIREMENTS FOR MAINTENANCE COVERAGE

- Items must be inspected and/or accepted by CastleKeep for maintenance coverage. Any item where access for inspection is prohibited, impaired or impeded, or any item identified as having pre-existing defects during the initial evaluation/inspection by us or by our designated service company will not be included in maintenance coverage until accepted (in writing) by CastleKeep.
- Homeowner must complete a property disclosure form.
- Items must be located in the confines of the home's foundation perimeter and/or permanently installed integral components (except swimming pool/spa, when paid for as optional coverage).
- Coverage shall include only the items stated as covered, and part of the premises as of the date shown on the cover page of this contract and excludes all others. Certain appliances and components may be tagged by CastleKeep with nonremovable identification tags.
- Coverage shall include items that become inoperative due to normal use and not due to abnormal use, misuse, physical abuse or acts of God.
- Homeowner shall maintain in effect at all times during this agreement an all perils insurance policy with a state insurance commission approved company.
- Homeowner shall maintain in effect at all times during this

agreement a CastleKeep Scheduled Maintenance Agreement.

## C. MAJOR STRUCTURAL COVERAGE

### 1. CONCRETE FOUNDATION/WOOD FRAMING

**COVERED:** Abnormal movement of foundation or integral framing component. Movement shall be defined as: Movement of the foundation or integral framing component causing a separation crack or joint to have at least ½ inch additional separation or at least one (1) inch additional rise or fall per 10 feet horizontal span in the structural component(s) subsequent to the original service contract application evaluation/inspection. Basement structural wall movement will be repaired when wall has moved at least 1 inch in a 5 foot vertical section. Only CastleKeep is authorized to make these documented measurements, which will be done in your presence, when possible. The extent of damage and the repair required will be determined at our sole discretion. Any other remedies sought by you will be at your expense. An extended service contract on workmanship and against significant further movement, as previously defined, of the repaired area will be for a period ending one year from completion of repair work. Acts of God are not covered (see Section H-9). You must pay your \$45 service call fee and then CastleKeep will repair up to \$5,000 per incident. **NOT COVERED:** Separation cracks in veneer components (i.e. brick, stone, siding or trim). Movement caused by or related to tree or vegetation growth. Consequential damage caused by movement or repair. Movement caused by soil shrinkage related to drought conditions/under watering or soil swell/ upheaval related to over watering/excessive moisture conditions. Soil Erosion. Pre-existing movement of the foundation or integral framing component as noted on initial inspection or evaluation report. Problems caused by you directly or indirectly, i.e. excessive yard watering or lack thereof, leaking plumbing, etc.

### 2. DRAINAGE

**COVERED:** Corrections will be made only for exterior surface water drainage conditions causing abnormal moisture seepage into the residential structure (excluding basements, crawlspaces or garages) or causing operating system(s) not to function as intended (including HVAC vent boxes). **NOT COVERED:** Water seepage into basements, crawlspaces or garages not resulting in structural damage or malfunction of equipment and related components. Cosmetic damage, conditions related to concealed plumbing leaks, excessive sprinkler system operation or flash flood conditions. Any defects related to Homeowner controlled exposure to abnormal conditions, either by neglect or intentional failures. Landscaping alterations performed by Homeowner will not void this service agreement, provided surface water drainage control is maintained and discharged away from structure perimeter. No remedy will be offered for any moisture infiltration originating from any inaccessible source or location, i.e. adjacent property. Sub-surface ground water. Removal of accumulated water in HVAC vent boxes.

### 3. ROOF

**COVERED:** Roof leaks i.e. valley flashings, isolated shingle failure; skylight, vent and chimney flashings only. Types: Shingles (aluminum, cedar and asphalt), slate and tile. We will repair up to a cost of \$250 per incident. **NOT COVERED:** Condition of roof coverage material. Built-up roofing. Leaking of roof which has not been properly installed or attached, damage done by ice, mud, snow, hail, wind and other acts of God. Secondary damage from any type of leak. Solar collectors and related components. Leakage of the roof system where access for inspection or repair is prohibited, impaired or impeded by any means. (i.e. balcony deck covering, etc).

### 4. FIREPLACES

**COVERED:** Firebox, damper. **NOT COVERED:** Chimney sweeping, damage caused by improper burning methods, damage caused by chimney flue fire, inability of flue to draw smoke, improper construction and concealed defects. Flue liner and chimney caps.

## D. MECHANICAL COVERAGE

### 1. HEATING SYSTEM

**COVERED:** Main source of heat to home including central heating system, hot water heating system, floor furnace and built-in wall units. Two specified units are covered. (Additional unit coverage is available for an additional fee.) Built-in electric space heaters.

Freon gas leaks will not be covered.

**NOTE:** CastleKeep will not repair or replace any water or steam circulating heating system.

**NOT COVERED:** Supply and return air plenums. Solar heating systems, portable units, wood units, coal units, vented fireplace, baseboard heaters, filters, registers, grills, heat lamps, embedded floor or ceiling radiant heaters, electronic air filters, cleaning and regulating of burners, insulation, asbestos-insulated ductwork. Freon gas leaks will not be covered. Programmable thermostats. Defects caused by malfunctioning thermostats. Commercial type equipment. Size or adequacy.

### 2. AIR CONDITIONING

**COVERED:** Ducted electric central air conditioning, ducted electric wall air conditioning. Two specified units are covered. (Additional unit coverage is available for an additional fee.) Condensers, compressors, thermostats, condenser fan motors, air handler/ blower fan motors. Ductwork where accessible and does not require disassembly of other mechanical components. Freon gas leaks will not be covered.

**NOT COVERED:** Supply and return air plenums, chiller water systems, attic fan, gas and window units, electronic air cleaners, and humidifiers. Evaporator drain pan, or overflow leak damage and pads for condenser. Freon gas leaks will not be covered. Programmable thermostats. Defects caused by malfunctioning thermostats. A/C units over 60,000 BTU and commercial type equipment. Size or adequacy.

### 3. DUCTWORK / VENT BOXES

**COVERED:** Sufficient airflow in order to heat and/or cool rooms. **NOT COVERED:** Supply and return air plenums, condenser casings, registers, grills, dampers, filters, insulation, asbestos covered ductwork. Sand or debris infiltration or accumulation. Ductwork where access is prohibited, impaired or impeded by any means. Size or adequacy. **NOTE:** CastleKeep will pay for access to ductwork through walls, ceiling and conventionally framed floors and will return the accessed opening to rough finish condition, limited however, to a maximum cost of \$600 for such access, diagnosis and repair or replacement.

### 4. GARAGE DOOR OPENER POWER UNIT

**COVERED:** All parts of the power unit. Two specified units are covered (additional unit coverage is available for an additional fee.) **NOT COVERED:** Doors, springs, rollers, cables, chains, rails, tracks, sensor eyes, alignment, locking mechanisms, linkage, braces, brackets, remote control components and their operations, wiring.

### 5. WATER HEATER

**COVERED:** All parts except components listed below. Two specified units up to 52 gallons each are covered. (Additional unit and/or oversize unit coverage is available for an additional fee.) **NOT COVERED:** Hot water dispensers, instant water heaters, solar water heaters, solar heating components; position, location and venting of water heater and/or mechanical closet. Units over 52 gallons. (Additional unit and/or size increase coverage is available for an additional fee.) Any cost to comply with new codes, if replacement is required, is a homeowner's expense. Size or adequacy.

### 6. PLUMBING SYSTEM

**COVERED:** Leaks and breaks of water, drain, gas, waste or vent lines. Toilet tanks and bowls, risers, ball valves, and permanently installed sump pumps. **NOT COVERED:** Leaks and breaks of water piping and components due to freezing, insufficient or excessive water pressure; flow restrictions in fresh water line due to rust, corrosion or chemical deposits; stoppages, pressure regulators, angle stops, fixtures, expansion tanks, hot water recirculating pumps, bathtubs, showers, sinks, freezers or ice makers. Polybutylene piping and acetal plastic fittings. **NOTE:** CastleKeep will pay for access to plumbing systems through walls, ceilings and conventionally framed floors and will return the accessed opening to rough finish condition, limited however, to a maximum payment of \$600 for such access, diagnosis and repair or replacement.

## 7. WHIRLPOOL BATHTUB

COVERED: Built-in interior bathtub "Whirlpool" type unit motor and pump assembly.

NOT COVERED: Operational misuse (i.e. letting pump run dry) or any consequential damage due to pump or motor failure or utility power outage. Pump loss of prime occurrences.

## 8. ELECTRICAL SYSTEM

COVERED: General wiring components including fuse box, circuit breaker panels, receptacles. Door bells, except intercom integrated. Exhaust or ceiling fans.

NOT COVERED: Inadequate wiring capacity, damage from power failure or surges, direct current (DC) wiring, fixtures, alarms, intercoms, attic and whole house fan units, recessed lighting fixtures. Remote controls and exterior control touch pads for garage door openers. Electronic or computerized energy management or lighting and appliance management systems. Balancing of ceiling fans.

## E. APPLIANCE COVERAGE

### 1. OVEN/RANGE COOKTOP

COVERED: Includes built-in or free standing, gas or electric. All parts except components listed below.

NOT COVERED: Clocks, timer mechanisms, meat probe assemblies, rotisseries, racks, door glass, shelves, handles and knobs, electronic touchpads. Self and continuous cleaning features, cook top glass.

### 2. BUILT-IN MICROWAVE OVEN

COVERED: All parts except components listed below.

NOT COVERED: Interior linings, door glass, clocks, shelves, portable or counter-top units, meat probe units, rotisseries, turntables, electronic touchpads.

### 3. GARBAGE DISPOSAL

COVERED: All parts, subject to normal use.

NOT COVERED: Disposal clogging or jamming. Damage by disposal use or attempted use of non-food items.

### 4. DISHWASHER

COVERED: Includes built-in and portable. All parts except components listed below.

NOT COVERED: Racks, baskets and rollers. Rust damage at racks, tub and door, electronic touchpads. Any appliance that is not properly connected, not in compliance with building codes, not in a heated area, or not within the interior of the main residence will not be covered.

### 5. TRASH COMPACTOR

COVERED: All parts except components listed below.

NOT COVERED: Lock and key assemblies. Removable containers.

## F. OPTIONAL COVERAGE

(APPLICABLE ONLY IF SPECIFIED ON COVER PAGE)

### 1. SHOWER STALL PAN

COVERED: Leaks caused by shower stall pan membrane failure.

NOT COVERED: Leaks caused by loose or missing tile, grout, or caulking. Shower door frame or curtain leakage.

### 2. SWIMMING POOL/SPA

COVERED: All parts of the water pumping motors, including pool sweep motors, housings and pressure gauges.

NOT COVERED: Filtration system, heaters, lights, liners, blowers or concrete encased pump, above and underground electrical, plumbing or gas lines, cleaning equipment, structural defects, solar equipment, jets, operational misuse (i.e. letting pump run dry) or any consequential damage due to pump or motor failure or utility power outage. If swimming pool and spa utilize common equipment both are covered. If the spa has separate equipment then only the pool is covered unless an additional coverage fee is paid.

### 3. CENTRAL VACUUM SYSTEM

COVERED: All parts except components listed below.

NOT COVERED: Removable hoses and accessories, inadequate capacity, clogged lines. (We are not responsible for the cost of gaining access to or closing access from the floor, ceiling or wall, either to locate the cause of malfunction or to effect repairs or replacement.

## 4. KITCHEN REFRIGERATOR

COVERED: All parts except components listed below.

NOT COVERED: Shelves, icemakers, ice crushers, racks, beverage dispenser and related equipment or freezers not an integral part of the refrigerator. Food spoilage. Recreational refrigerator or ice maker. Water supply lines to refrigerators, freezers or ice makers. Polybutylene piping and acetal plastic fittings.

## 5. WASHER/DRYER PACKAGE

COVERED: All parts except components listed below.

NOT COVERED: Venting, lint screens, knobs, dials, filters, plastic mini-tubs, soap dispensers, damaged clothing.

## 6. HUMIDIFIERS (Built-in units only)

COVERED: All parts except components listed below.

NOT COVERED: Filters, pads and elements. Water supply. Secondary damage caused by any leak.

## 7. WATER HEATER OVER 52 GALLONS

COVERED: All parts except components listed below.

NOT COVERED: Hot water dispensers, instant water heaters, solar water heaters, solar heating components, position, location and venting of water heater and/or mechanical closet. Any cost to comply with new codes, if replacement is required, is a homeowner's expense. Size or adequacy.

## 8. WELL PUMP

COVERED: Well pumping unit utilized for main house service only.

NOT COVERED: Casing and any parts of the well itself. Pressure tanks, piping or electrical lines related thereto. Concrete encased pump. Redrilling of well. Size or adequacy.

## G. LIMITATIONS OF LIABILITY

1. All components must be in good condition (not noted as defective on the initial evaluation/inspection report). Any item found to have defects on the initial evaluation/inspection report must be repaired and/or upgraded to the item's original operational performance standard before coverage commences on that item. Such item must be reinspected and approved by CastleKeep before it is covered.
2. This contract does not cover any item which is concrete encased, underground or otherwise inaccessible for inspection.
3. We are not responsible for the repair of any cosmetic defects including but not limited to defects caused by any leak occurrences.
4. At times when it is necessary to open walls, ceilings or floors to make repairs, we will close the opening and return to a rough finish condition, subject to the monetary limits given. CastleKeep is not responsible for restoration of any wall covering, floor covering, cabinets, counter tops, tiling, paint, texturing or the like.
5. Parts or components of any system (i.e. electrical, plumbing, etc.) attached externally to the residence that serves components not covered by the maintenance service contract or maintenance service contract options are not covered.
6. CastleKeep has the sole right to determine whether a covered system or component will be repaired or replaced. Parts and replacements will be of similar or equivalent quality and efficiency to those being replaced (unless otherwise stated under contract limitations). We will not upgrade and cannot always match brand and color. CastleKeep is not required to repair any defective electronic component (including but not limited to manufacturer discontinued parts) that otherwise does not prevent the basic function of an appliance or system.
7. We are not liable for consequential or secondary damages, nor will we contract to perform service involving hazardous or toxic materials or asbestos.
8. We are not liable for failure to provide service due to conditions beyond our control including, but not limited to, delays in obtaining parts, equipment or labor stoppages.
9. We are not liable for repair of conditions caused by misuse, abuse, failure to clean or maintain as specified or recommended by the equipment manufacturer, missing parts, structure changes, fire, freezing, electrical failure or surge, water damage, rust, accidents, pet or pest damage, lightning, mud, earthquake, soil movement, storms or other acts of God.
10. We are not liable for repairs related to adequacy or capacity of components and systems in the home, and/or improper installation of components and systems, and/or design deficiencies, and/or problems caused by alterations or

modifications of components or systems.

11. We reserve the right to secure additional opinions at our expense.
12. This is not a contract of insurance.
13. This service contract excludes typical coverage of faults or defects protected by current Homeowner's insurance policy or policies held by past and future homeowners.
14. This service contract excludes coverage of components recalled by manufacturers, suppliers or installers and/or components to be repaired or replaced by manufacturers or representatives as per legal settlement or as adjudicated by courts having jurisdiction in such matters
15. Any controversy or claim arising out of or related to this Agreement or any breach thereof shall be settled by arbitration in accordance with the Rules of the American Arbitration Association and judgement upon award rendered by the arbitrators may be entered in any court having jurisdiction. Disputes settled without favor to You will mandate a payment of fees including but not limited to reasonable attorney's fees, and arbitration costs.

## H. BUILDING AND ZONING CODE REQUIREMENTS OR VIOLATIONS

1. CastleKeep will not correct for current building code or zoning code requirements or violations or perform services when permits cannot be obtained. Any such item shall remain your responsibility.
2. CastleKeep will not upgrade or pay for additional costs or associated expenses that may be required to complete repairs due to building or zoning code requirements or violations. This includes city, state, federal and environmental or utility regulations and upgrades required by law. Any such item shall remain the Homeowner's responsibility.

## I. TRANSFER OF CONTRACT AND RENEWALS

1. This contract is related to the real property described and is therefore transferable to a new owner. If your covered property is sold during the term of this contract you must notify CastleKeep of the change in ownership and submit the name of the new owner in writing within 30 days of closing to: CastleKeep, 2800 S. Kelly Ave., Suite D, Edmond, OK 73013.
2. This contract can be renewed annually by client, regardless of claims history, subject to the terms and provisions of the then current Contract/Agreement applicable at the time of renewal.

## J. SUSPENSION OF CONTRACT

Failure to pay any pertinent fee when due will result in the suspension of coverage. Recommencement of coverage will be effective date payment received, and honored, but the contract period will not be extended.

## K. CANCELLATION OF CONTRACT

This contract may be cancelled by CastleKeep for nonpayment of any contract fees, fraud or misrepresentation of facts material to the issuance of this contract, i.e. homeowner's Disclosure Statement, etc. or nonpayment of any service call fee. The Homeowner will then be entitled to a prorated refund of the paid contract fee for the unexpired term, less service and administrative costs incurred. This contract may be cancelled by the homeowner only during the first 30 days of coverage. The Homeowner shall then be entitled to a prorated refund of the paid contract fee for the unexpired term, less administrative fees, evaluation fee and any costs incurred by CastleKeep.

## L. ENTIRE AGREEMENT

This Maintenance Service Contract, together with the associated Contract Declaration Page, Endorsements, Addendums, Evaluation/Inspection report, Inspection/Maintenance Agreement and Application for coverage, represents the entire Agreement between the parties. No change or modification shall be enforceable against any party unless such change or modification is in writing and signed by all parties.



**All requests must be telephoned to:  
405-348-4663. Charges not specifically  
authorized will be your responsibility**

# SCHEDULED PREVENTIVE MAINTENANCE SERVICES

STANDARD COVERAGE INCLUDES ONE (1) ANNUAL AND (1) SEASONAL MAINTENANCE PER YEAR

## DEFINITIONS:

**Scheduled Maintenance:** Any upkeep activities to be performed under this agreement as scheduled in Section 1. Usually an activity that requires labor only to test, adjust, tighten, lubricate and/or replace minor items only, i.e., filters, bulbs, etc. of any service item.

**Exceptional Maintenance or Repair:** Any upkeep not scheduled in Section 1 below. Usually an activity utilizing material, parts and labor necessary to dismantle/restore any service item to its proper operational condition.

**Notice of Needed Repairs:** A written advisory to Homeowner that an item or system tested or examined needs Exceptional Maintenance or Repair which may include additional labor, parts, or replacement to restore it to its intended operational condition. (Costs for this upkeep is additional to the cost of this service agreement. You may have such work performed by us or another contractor.)

**Examine:** A visual observation made of a specified service item.

**Test:** A trial to determine if a specified service item is working properly at the time of the service call.

**SECTION 1.** CASTLEKEEP, INC. agrees to perform a program of Scheduled Maintenance of the subject house and to provide You with a written Maintenance Report identifying Scheduled Maintenance tasks performed and Notice(s) of Needed Repairs. Scheduled Maintenance is limited to the following items and are to be completed only if season permits or if option is chosen.

**SECTION 2.** Items not appearing on the following list are deemed Exceptional Maintenance or Repairs and are not included in our regular scheduled home maintenance. Not all items of Scheduled Maintenance may be performed on each service call due to considerations of seasonality, maintenance or repair history, or recommended maintenance frequency.

The Scheduled Maintenance is completed at the site and

all activities and findings will be conveyed to You or Your representative in our Maintenance Report.

In the event immediate repair is recommended, a written notice will be issued at the time of the service call.

The Maintenance Report is for Your sole, confidential, and exclusive use and possession. CastleKeep accepts no responsibility for use or misrepresentation by third parties. The Maintenance Report is limited to the written representations included in it.

**SECTION 3.** Cost estimates may be listed in the Notice(s) of Needed Repairs. These estimates are based upon the technician's judgement and a range of prices available in the area. Estimates are intended to provide You with general information for budgeting. Individual bids from contractors may vary substantially from these estimates, depending on the quality of the work, the circumstances, and the contractors submitting bids. If CastleKeep can perform the required work, a firm quotation will be submitted to You in a written proposal.

## ANNUAL SERVICE:

### KITCHEN:

- Test faucet and aerator for operation and leakage
- Test disposal for operation and leakage
- Test dishwasher for functions (i.e., cycling, water level, door seal)
- Test trash compactor for operation
- Test for gas leaks at ranges or ovens
- Examine range service wiring connections
- Test for microwave leakage
- Test oven door operation and seal

### HEATING, VENTILATION, AIR CONDITIONING (HVAC):

- Examine and clean or replace air filters
- Test and secure access door switch
- Test for natural gas or propane leaks
- Examine heat exchanger seasonally (upon request)
- Examine cabinet joints for air loss or leaks
- Examine heat pump/condensing unit coils for obstruction
- Examine interior and exterior component wirings for hazards
- Test system to determine temperature differentials seasonally
- Examine condensation drain piping and floor drain seasonally

- Examine combusted gas vent piping and draft hoods seasonally
- Light or extinguish pilot flames seasonally
- Examine fireplace firebox and gas starter seasonally

### PLUMBING:

- Examine faucets, p-traps and piping for leakage/corrosion
- Examine water heaters for water leaks, gas leaks, wiring and vent pipe condition, temperature setting and water temperature
- Test toilets for flushing, anchoring, flapper valve operation and leakage
- Examine washing machine faucets, hoses and drain for leaks
- Examine water hydrants/hose bibs for drips and test for freeze rupture seasonally

### ELECTRICAL:

- Test ground fault circuit protection devices for proper operation
- Test smoke detectors and change batteries (Homeowner must notify any related monitoring agency.)
- Test ceiling fan operation for speed, balance
- Examine light fixtures for damage and exposed wiring
- Replace defective lightbulbs (Bulbs supplied by Homeowner.)

### INTERIOR:

- Examine for movement cracks
- Examine attic framing condition
- Examine handrails and steps for secure conditions
- Test for carbon monoxide and natural gas leaks (Upon request)

### EXTERIOR:

- Examine for surface water drainage adequacy
- Examine for movement cracks and document any crack progression or abnormal movement
- Examine garage door, opener operation and lubricate as needed

### ROOF:

- Examine roof for missing or damaged shingles or flashing components
- Examine skylights for leaks and lens condition
- Examine chimney for leaks, masonry spalling, crown wash and chimney cap condition
- Examine for tree limb contact/damage
- Examine for ventilation and fan/turbine function
- Prepare turbine vents for winter or summer operation

## SEASONAL SERVICE:

### HEATING, VENTILATION, AIR CONDITIONING (HVAC):

- Examine and clean or replace air filters
- Test and secure access door switch
- Test for natural gas or propane leaks
- Examine heat exchanger seasonally (upon request)
- Examine cabinet joints for air loss or leaks
- Examine heat pump/condensing unit coils for obstruction
- Examine interior and exterior component wirings for hazards
- Test system to determine temperature differentials seasonally
- Examine condensation drain piping and floor drain seasonally

- Examine combusted gas vent piping and draft hoods seasonally
- Light or extinguish pilot flames seasonally
- Examine fireplace firebox and gas starter seasonally

### INTERIOR:

- Examine for movement cracks
- Examine attic framing condition
- Examine handrails and steps for secure conditions
- Test for carbon monoxide and natural gas leaks (Upon request)

### EXTERIOR:

- Examine for surface water drainage adequacy
- Examine for movement cracks and document any crack

- progression or abnormal movement
- Examine garage door, opener operation and lubricate as needed

### ROOF:

- Examine roof for missing or damaged shingles or flashing components
- Examine skylights for leaks and lens condition
- Examine chimney for leaks, masonry spalling, crown wash and chimney cap condition
- Examine for tree limb contact/damage
- Examine for ventilation and fan/turbine function
- Prepare turbine vents for winter or summer operation