



Heating • A/C • Plumbing • Electrical • Appliance

# A.B. May GOLD, SILVER & BRONZE PLANS

913.383.2222 | [abmay.com](http://abmay.com)



## WAY TO INVEST IN YOUR HOME!

As a homeowner, you have a lot on your plate. Choosing an A.B. May Bronze, Silver, or Gold Plan is a great decision that can save you time, stress, and money.

All of our plans proactively take care of home maintenance with System Checks, spotting issues that can improve performance and prevent breakdowns. In addition, our Silver and Gold Plans include hundreds of household repairs due to normal wear and tear. If something can't be fixed, we'll provide options to replace it. See the trade pages to review coverage for each home system.

You can count on exceptional service from start to finish with A.B. May. Every home is unique, so take a few minutes to read and understand what is and isn't included with your plan. If you have questions or want to customize coverage for your home, just give our service plan specialists a call at 816.763.3330.



## DO THE RIGHT THING GUARANTEE™

*Earning Kansas City's trust since 1959*

If you don't receive 5-star service before, during, or after your appointment, we want to know. We care about your happiness, and we will work to make things right. What makes us different? For three generations, our family has been committed to doing the right thing, every time. We believe exceptional service builds lasting relationships.

### WE PROMISE TO:

- Respect your home
- Answer our phones 24 hours a day
- Respond to emergencies 24/7
- Give our technicians top-level training
- Provide service options with upfront pricing
- Stand by our work
- Provide consistently great service with every call

**We realize every home is different, and we will help you find the right coverage options for your home. If you have questions, please call our service plan specialists at 816.763.3330. We are here to help.**

# HOW SERVICE OPTIONS WORK

A.B. May technicians are trained to thoroughly diagnose the problem and present all service options so you can be...



**AWARE**



**INFORMED**



**EMPOWERED**

...to make decisions that suit your needs and budget. Most problems will have a covered repair option available for the service fee. In addition, your covered repair cost may be used toward improving or replacing equipment instead. Plus, get a 15% member discount for any repair not covered under your plan. The right option is the one that you choose!



## FLEXIBLE BENEFITS TO FIT YOUR HOME

A.B. May plans are made to be flexible to match your needs. If you need a repair and your equipment is older or doesn't meet your needs, talk with your technician about how your plan may help improve or replace your equipment.



## A.B. May tackles covered repairs for things like:

- Dripping faucets
- Running toilets
- Broken furnaces and A/Cs
- Slow drains
- Failed sump pumps
- Bad blower motors
- Faulty water heaters
- Clogged garbage disposals
- Dishwashers that don't drain
- Backed up sewers
- Faulty outlets
- Non-working thermostats
- Leaking showerheads
- Inoperable ceiling fans

# YOUR PLAN INCLUDES...

- 24-Hour Emergency Response\*
- Heating & Cooling System Check with Cleaning\*\*
- Plumbing System Check
- Electrical System Check
- 15% member discount on non-covered repairs or services\*\*\*

\*See p. 14

\*\*Silver and Gold include up to two systems

\*\*\*Silver and Gold only

## BRONZE PLAN

- Starts at \$14.95/month
- \$69 service fee
- System Check with Cleaning (includes one HVAC system)
- \$120 Annual Loyalty Credit for New Systems
- 20% Off HVAC Repairs
- 10% Off Plumbing & Electrical Repairs

## SILVER PLAN

- Starts at \$70/month
- \$69 service fee
- System Checks with Cleaning (includes up to two HVAC systems)
- Get up to \$2,000 credit towards covered repairs on every trade call
- Heating & A/C repairs (includes up to two systems)
- Plumbing repairs
- Sewer & drain clearing
- Electrical repairs

## GOLD PLAN

- Starts at \$80/month
- \$69 service fee
- System Checks with Cleaning (includes up to two HVAC systems)
- Get up to \$2,000 credit towards covered repairs on every trade call
- Heating & A/C repairs (includes up to two systems)
- Plumbing repairs
- Sewer & drain clearing
- Electrical repairs
- Appliance repairs

# HOW YOUR PLAN WORKS...



SCHEDULE SERVICE  
AT 913.383.2222



UNDERSTAND THE PROBLEM  
AND YOUR OPTIONS



EXPERIENCE A JOB  
WELL DONE

ANSWER OUR CALL TO  
CONFIRM YOU ARE HOME



CHOOSE A REPAIR SOLUTION  
& APPROVE THE WORK



# PREVENTATIVE SYSTEM CHECKS

Just like any major mechanical system, home systems need regular attention for top performance. Your plan includes System Checks to spot issues that affect comfort, efficiency, and safety. Since these are included in your plan, we do not collect service fees for System Checks unless a customer-approved repair is also completed during the appointment.

*Be on the lookout for our reminders to schedule.*



## HEATING & COOLING SYSTEM CHECK

(value \$119)

Our technicians will test and evaluate the major components of both your furnace and air conditioner for safety and performance. Please supply a new filter for the appointment. Boilers require extra coverage.

**NOW INCLUDED**

### **HVAC Cleaning**

(value \$158 per system)

With HVAC Cleaning, the technician cleans and maintains your system as well as inspects it for safety and performance. They vacuum and wipe down your furnace, clean the flame sensor, DI port, and trap, and clean PVC/replace vinyl condensate drain lines. Additionally, they wash the outdoor unit and coil. By removing any dirt or debris, your system won't have to work as hard to keep you comfortable, increasing longevity and energy savings. (See p.12 for pricing.)



## PLUMBING SYSTEM CHECK

(value \$120)

Our plumbing technicians will check your water quality and hardness, evaluate your water heater, and perform a flush (up to 50-gallon tank) if recommended. Most manufacturers recommend annual water heater maintenance for improved performance and lower energy bills. Also, we will check your water pressure, valves, garbage disposal, and sump pump for safety and function. *Flush excludes tankless and power vent water heaters. A fee will apply for larger tanks.*



## ELECTRICAL SYSTEM CHECK

(value \$150)

Our electricians will evaluate the electrical panel as well as assess the location and function of smoke and carbon monoxide detectors, GFCIs, and more to ensure your system is in great condition and properly maintained. We also include thermal imaging to check for hot spots in the electrical panel.

**System Checks with Cleaning are included with all plans!**

# HEATING & COOLING

## Silver & Gold Plans

Includes up to two heating and cooling systems

### HEATING AND COOLING SYSTEM CHECK WITH CLEANING

one per year, valued at \$159 with no service fee unless a customer-approved repair is also completed during the appointment

Our technicians will test and evaluate the major components of both your furnace and air conditioner for safety and performance. Please supply a new filter for the appointment. Boilers require extra coverage.

### INCLUDED REPAIRS

Repairs to the following components are covered (up to two systems):

- **Heating repairs** (furnaces, gas and electric forced air, floor furnaces, heat pumps, and PTAC units)
- **Cooling repairs** (air conditioners, heat pumps, air handlers, mini-splits, geothermals, and PTAC units)
- **Refrigerant\***
- **Thermostats**
- **Humidifiers** (optional coverage is available for steam humidifiers)
- **Diagnostic testing**
- **Refrigerant leak tests**

\*Due to the EPA phaseout, R-22 refrigerant is not a covered option under the warranty.

### REQUIRED ADDITIONAL COVERAGE (See p.12)

- **Additional Heating and Cooling Systems** (after second)
- **Boiler** (Boilers often take more time to service.)
  - *Includes:* thermostats, flue dampers, transformer pilots, thermocouples, pilot safeties, sight glasses, gas valves, electronic ignitors
  - *Excludes:* piping, radiators, couplers, pumps, gauges, expansion tanks, bleeder valves, pressure relief valves, zoning valves

### OPTIONAL COVERAGE (See p.12 for pricing)

Zone controls (not available for boilers: includes thermostats, automatic dampers, and the zone control panel), steam humidifiers (includes repair coverage and maintenance), electronic air cleaners (includes power head, electronic cells, and washable filters), UV light (excludes bulbs)

### HEATING & COOLING PARTS UNAVAILABLE

If the repair part needed for your HVAC system is no longer available through our standard purchasing channels, then a \$2,000 credit will be applied toward the replacement cost. Equipment and installation must be done by A.B. May in order to receive the credit.

*Not Included:* compressors, coils, and heat exchangers on heating & cooling systems 15 years or older and out of warranty. Excluded items\*\*, code requirements, air conditioner leveling, cost to access, use of crane/lifting equipment, missing parts, incorrect installations, improperly-sized systems, duct cleaning, duct work, water damage caused by part failures, damage caused by condensation or condensate drain line leaks, boiler leaks, secondary drain pans, evaporator coil cleaning and blower wheel cleaning, pumps and pump components for geothermal and/or water source heat pumps, chillers, gravity furnaces, heating/water heater combo units

*We Do Not Service:* alternative refrigerant use, well pumps, fuel storage tanks, insulation, cosmetic defects, rust or corrosion, asbestos, silica, bacteria growth, lead, outside or underground piping and components for geothermal and/or water source heat pumps, fireplaces, window units, gas air conditioners, wall mounted heaters, room heaters, oil heating units, wood heating units, portable units, and pellet, cable heat, or under-floor radiant heat systems

\*\*See general exclusions on p. 13.



# ELECTRICAL

## Silver & Gold Plans

### **ELECTRICAL SYSTEM CHECK**

valued at \$199 with no service fee unless a customer-approved repair is also completed during the appointment (one per year)

Our electricians will evaluate the electrical panel as well as assess the location and function of smoke and carbon monoxide detectors, GFCIs, and more to ensure your system is in great condition and properly maintained. We also include thermal imaging to check for hot spots in the electrical panel.

### **INCLUDED REPAIRS**

Coverage provided to the following existing electrical components that are attached to the main house structure (inside or out) and are up to code:

- **Electrical panels and subpanels**
- **Electrical wiring**
- **Standard circuit breakers**
- **Arc-fault breaker troubleshooting** (up to 2 hours)
- **Electrical outlets**
- **Existing GFCI outlets**
- **AFCI and GFCI breaker replacement**
- **Switches**
- **Ceiling fans**
- **Hardwired doorbells**
- **Central vacuums** (motor only)
- **Junction boxes**
- **Whole house fans**
- **Single dwelling meter cans**

Arc-fault breakers are designed to detect tiny electrical arcs to prevent future failure. Unfortunately, these highly-sensitive breakers can also trip from incompatible devices and everyday electrical activity. Your plan covers the breaker itself and up to 2 hours of troubleshooting from a licensed electrician.

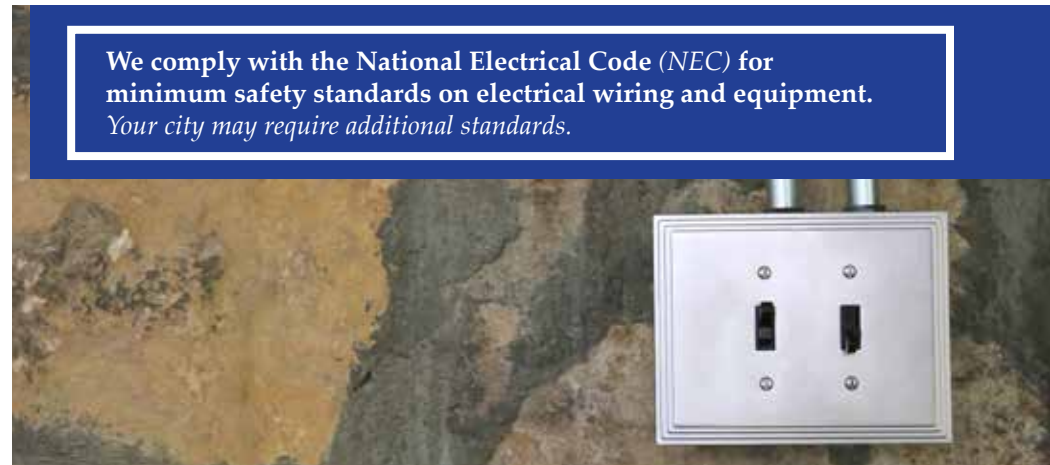
*Not Included - Conditions:* excluded items\*, items damaged by abuse, neglect, or improper use; hazardous/toxic materials, inadequate wiring capacity, branch circuit aluminum wiring, fuse panels, electrical service upgrades, missing parts, power surges, overloads, water damage/corrosion, low voltage relay systems, knob-and-tube wiring, additional charge for access over 15 feet, ground settling, code requirements

*Not Included - Items:* generators, light bulbs, batteries, light fixtures, exhaust fans, radon remediation, ballasts, smoke detectors & fire alarms, powered attic ventilaters, detached garages or other structures on the property, timers, expansion sleeves, under-floor radiant heat systems, electrical components on detached structures, battery backup systems, solar systems, photo cells, multi-dwelling meter cans, Federal Pacific, Zinsco, Pushmatic, Stab-Lok electrical panels (or electrical panels that have lost their UL Consumer Safety Rating), smart breakers, and smart load centers

*We Do Not Service:* WiFi/connectivity, security alarms, intercom systems, audio systems, remote controls, garage doors and openers, battery-operated doorbells, doorbells connected to intercom systems

\*See general exclusions on p. 13.

**We comply with the National Electrical Code (NEC) for minimum safety standards on electrical wiring and equipment.**  
*Your city may require additional standards.*



# PLUMBING

## Silver & Gold Plans

### PLUMBING SYSTEM CHECK

valued at \$120 with no service fee unless a customer-approved repair is also completed during the appointment (one per year)

Our plumbing technicians will check your water quality and hardness, evaluate your water heater, and perform a flush (up to 50-gallon tank) if recommended. Most manufacturers recommend annual water heater maintenance for improved performance and lower energy bills. Also, they will check your water pressure, valves, garbage disposal, and sump pump for safety and function. Excludes tankless and power vent water heaters. A fee will apply for larger tanks.

### INCLUDED REPAIRS

Repairs to the following components are covered:

#### DRAINS

- Drain stoppages, leaks, or breaks within the foundation walls
- Sewer line stoppages will be augered up to 100 feet from the clean out.

*Not Included:* Exterior drains, gutters, foundation drains, cracked or broken lines outside the home foundation walls, cost to access, smoke tests, clearing drains without an active backup

#### GARBAGE DISPOSAL

- Stoppages
- If we are unable to repair it, we will replace it with a standard builder-grade model.

*Not Included:* We do not install hardwired disposals. When replacing a hardwired disposal, a dedicated outlet is required but not included.

#### GAS LINES

- Repairs to gas lines inside foundation walls
- Fireplace gas lines are covered up to the gas shut-off valve

*Not Included:* Exterior gas lines, fireplace systems, pressure tests

### TUB AND SHOWER

- Valves
- Tub spouts
- Showerheads
- Built-in whirlpool (motors and pump assemblies only)
- Drains
- Diverters

### TOILETS

- Stoppages (no 30-day warranty)
- Mechanical components
- Wax rings
- Toilet seats
- If a toilet is non-repairable due to age or parts unavailable through standard purchasing channels, we will replace it with a standard, builder-grade model.

*Not Included:* Cracked or broken toilets, tubs, showers, shower enclosures, base pans, or hand-held showerheads. Toilet pull and reset except when repairing wax ring, macerating toilets, bidets, stoppages caused by objects other than natural waste and toilet paper, electronic parts

### SUMP PUMP

- Properly installed pumps and discharge piping

*Not Included:* Buried lines, batteries, anything more than 2 feet outside the foundation, improperly installed pumps and discharge piping, water-powered sump pumps without a regularly-tested, certified backflow device

## FAUCETS

- All faucets\*
- Instant hot faucets
- Water purifier faucets
- Over-the-stove pot fillers (repair only)
- Hose bibbs

\*If we can't repair your faucet, you have 3 options included with your service fee: 1. replace it with a standard, builder-grade faucet 2. replace it with an upgraded option (extra expense) 3. install your pre-purchased faucet.

## PIPES

- Properly installed interior water and drain pipes
- Grey poly tubing (restricted to \$500 coverage)

*Not Included:* Frozen pipes, damage from freezing temperatures and subsequent leaks, improperly installed pipes, curb stops, removing and replacing water service meter

## WATER HEATER

- First water heater system (*Additional water heaters require add-on coverage. Optional coverage is available for tankless or power vent water heaters.*)
- Residential standard electric or gas tank systems
- Expansion tanks
- If we can't repair your water heater, you will receive \$2,000 credit towards a replacement installed by A.B. May.

*Not Included:* Holding or storage tanks, solar water heater components, thermostatic mixing valves, heating/water heater combination units, recirculation lines or pumps

## PRESSURE REGULATOR (if present)

## LAUNDRY BOX

If the water pressure exceeds 80 psi, we recommend installing a pressure-reducing valve (PRV) with a 15% member discount. Our standard 30-day warranty will not apply if you complete the repair without a PRV, as the pressure may cause the equipment to fail again. Once installed, PRV repairs are included in your plan.

## REQUIRED ADDITIONAL COVERAGE

- Additional water heaters (*see p. 12 for pricing*)

## OPTIONAL COVERAGE (See p. 12)

(EXCLUDES MAINTENANCE AND BATTERIES)

- Tankless or power vent water heaters
- Sewage ejectors inside foundation
- Backup sump pumps (excludes batteries)

*Additional Plumbing Not Included:* General exclusions\*, code requirements, cost to locate, access, installation of customer-supplied fixtures. Water pressure due to mineral buildup. Water quality, color, purity, rust, or mineral deposits. Yard hydrants, water recirculating systems, water softeners and water purification systems.

*We Do Not Service:* Septic tanks, EcoWater, Culligan, lift stations, sprinkler systems, caulking/grouting, fire suppression systems

\*See general exclusions on p. 13.



If an included plumbing item is unrepairable, we will replace it with a standard, builder-grade model that comes with a one-year warranty. You may be able to apply the cost of your repair toward improving or replacing the item. Upgrades are available at your expense. If a builder-grade unit is unavailable, an automatic upgrade will apply. We cannot guarantee matching finish or brand.

# APPLIANCE

## Gold Plans Only

### INCLUDED REPAIRS

Repairs to the following cooking & dishwashing appliances are covered (one of each in the main kitchen):

- Dishwasher
- Range or oven/cooktop (includes double oven) and warming drawer
- Range hood or downdraft
- Microwave ovens (built-in only)
- Trash compactor
- Timers and clocks on built-in microwaves, ovens, and ranges

### ADD-ON APPLIANCE REPAIR COVERAGE

(Optional, see p.12 for pricing)

For the following appliances:

- Refrigerators
- Washing machines
- Clothes dryers
- Freestanding freezers
- Additional dishwashers
- Additional ranges or ovens/cooktops
- Refrigerator and Laundry Package: includes (one each) refrigerator, washing machine, clothes dryer
- 2nd Kitchen Package: includes (one each) dishwasher, range or oven/cooktop, built-in microwave, trash compactor, range hood/downdraft, and warming drawer

### PAYMENT OPTION

Sometimes it doesn't make sense to repair an appliance that's close to the end of its useful life. Instead of completing the repair, you can request a check based on the cost of the repair. This payment option is also offered if the model or serial number cannot be read.

### APPLIANCE REPAIR PROCESS

Our service vehicles are stocked with the most common parts needed to complete your repairs as quickly as possible.

- **If we need to order your part**, the repair will be scheduled once it arrives.
- **If the part is backordered**, we will email you with an estimated delivery date and will notify you if that date changes. When the part arrives at our office, we will call to schedule a time to complete the repair. If the manufacturer does not have an estimated delivery date, we will offer you the option for parts not available (see below).
- **If the part isn't available through our standard purchasing channels**, we will write you a check in lieu of repair. The amount will be based on the cost of the repair (*parts & labor*).
- **If we are unable to repair the appliance with available parts**, we will issue a check based on the cost of a builder-standard appliance. We do not replace appliances.

When a check is issued instead of a repair for a part that is no longer available, that part will no longer be covered. The rest of the appliance will remain covered unless the check was issued as a result of a manufacturer's delay.

*Not Included:* excluded items\*, appliance replacement, installation fees, items damaged by negligence, abuse, or improper use, appliance failures from rust, corrosion, or mineral buildup, cosmetic defects, missing or removable parts including detachable accessories to any covered item, trays, rollers, racks, shelves, drawers, lights (including sockets), switches if it doesn't affect functionality of unit, trim kits, vents, dryer vents, filters, flues, lock and key assemblies, computerized or internet-related features, wine chillers/wine rooms, freestanding ice makers, mini fridges

\*See general exclusions on p. 13.

Due to manufacturer specifications and limitations, we cannot service appliances during the manufacturer's first-year warranty.

# PLAN COMPARISON

		BRONZE	SILVER	GOLD
<b>Systems &amp; Appliances</b>				
	Price	\$14.95/month	\$70/month	\$80/month
	Service fee	\$69	\$69	\$69
	Discount on non-covered services	15%	15%	15%
	Term of coverage	Monthly	Monthly	Monthly
<b>SYSTEM CHECKS</b>	HVAC System Check with Cleaning (first system)	•	•	•
	HVAC System Check with Cleaning (second system)	\$15/month	•	•
	Plumbing System Check	•	•	•
	Electrical System Check	•	•	•
<b>APPLIANCE</b>	Dishwasher, range or oven/cooktop (includes double oven), range hood or downdraft and warming drawer, microwave oven (built-in only), trash compactor, timers and clocks on built-in microwaves, ovens, and ranges			•
<b>HEATING &amp; COOLING</b>	Heating (up to 2 systems), cooling (up to 2 systems), thermostats, humidifiers, refrigerant (R-22 not included)		•	•
<b>PLUMBING</b>	Drain stoppages, water heater (first system), laundry box, pressure regulator, faucets, showerheads, whirlpool motors & pump assemblies, toilets, sump pumps, water service lines, pipes, garbage disposals, gas lines		•	•
<b>ELECTRICAL</b>	Electrical panels, wiring, breakers, fuses, electrical outlets, GFCI outlets (if already present), switches, ceiling fans, whole house fans, hardwired doorbells, central vacuums (motor only)		•	•

**Optional additional coverage:** Zone controls, steam humidifiers, electronic air cleaners, UV light (excludes bulb), add-on appliances (refrigerator, washer, dryer, range or oven/cooktop, dishwasher, freestanding freezer), refrigerator and laundry package (includes one of each - refrigerator, washer, dryer), second kitchen package (includes one of each - dishwasher, range or oven/cooktop, built-in microwave, trash compactor, range hood/downdraft, warming drawer), sewage ejectors, backup sump pumps (excludes batteries), tankless or power vent water heaters, duplex, triplex, fourplex, single family two-year agreement.

See next page for more information on pricing.

For more information, visit [abmay.com](http://abmay.com) or call 913.383.2222.

# PRICING

BRONZE PLAN:	
Bronze Plan	\$14.95/month
REQUIRED ADDITIONAL COVERAGE	
Additional heating & cooling system <i>(after first)</i>	\$9.95/month
Boiler	\$8/month
OPTIONAL ADDITIONAL COVERAGE	
Humidifier maintenance	\$4.50/month
Steam humidifier maintenance	\$11/month

SILVER OR GOLD PLAN:	
Silver Plan	\$70/month
Gold Plan	\$80/month
REQUIRED ADDITIONAL COVERAGE	
Additional heating & cooling system <i>(each after second)</i>	\$23.50/month
Additional water heaters <i>(after first)</i>	\$7/month
Boiler	\$8/month
OPTIONAL ADDITIONAL COVERAGE	
Zone controls <i>(excludes boiler)</i>	\$16.75/month
Steam humidifiers <i>(includes maintenance)</i>	\$15/month
Humidifier maintenance	\$4.50/month
Electronic air cleaner	\$4.50/month
UV light <i>(excludes bulb)</i>	\$4.50/month
Sewage ejector <i>(inside foundation only)</i>	\$11.50/month
Backup sump pump <i>(excludes batteries)</i>	\$7/month
Tankless or power vent water heater	\$8.75/month
OPTIONAL ADDITIONAL COVERAGE (GOLD ONLY):	
Add-on appliances <i>(each appliance - refrigerator, washing machine, clothes dryer, freestanding freezer, additional dishwasher, additional range or oven/cooktop)</i>	\$10/month
Refrigerator and laundry package <i>(includes one of each - refrigerator, washing machine, clothes dryer)</i>	\$21/month
2nd kitchen package <i>(includes one of each - dishwasher, range or oven/cooktop, built-in microwave, trash compactor, range hood/downdraft, and warming drawer)</i>	\$21/month

## GENERAL EXCLUSIONS

*include but are not limited to...*

- This plan does not cover unmet code requirements or design limitations. We are required to upgrade to code (*at your expense*) when completing an authorized repair. We are also not responsible for any pre-existing mechanical failures or defects that could have been detected by a simple mechanical test or visual inspection on the first day of the term of this warranty. (*A visual inspection verifies the unit is structurally intact with no damage or missing parts. It should appear operational. A simple mechanical test turns the unit off and on to verify that it operates without causing smoke, damage, unusual sounds or other abnormal outcomes.*)
- This plan does not cover:
  - The expense to gain access or the expense to repair the damage necessary in order to gain access, such as but not limited to, landscaping, paving, concrete, sheetrock, paint, wallpaper, flooring, carpet, ceramic tile, bathtubs, or shower enclosures.
  - The cost of acquiring necessary work permits.
  - The cost to install customer-supplied fixtures.
- We are not responsible for concealed/camouflaged damage, contractor or customer damage, improper installation, over/undersized or mismatched equipment, and damage due to abuse, misuse, or neglect (*including coil and blower cleaning*).
- This plan does not include cosmetic defects, missing parts, detachable accessories, batteries, light bulbs, grout, caulking, cracked or broken tubs, toilets, showers, sinks, tile, floors, subflooring, or light fixtures.
- This plan does not include damage to any item as a result of fire, smoke, water, weather events, earthquakes, ground settling, theft, war, vandalism, riots, hazardous materials, rust, corrosion, power surges, power failures, acts of God, or pest/pet damage.
- We are not liable for property damage or personal injury that results either from the failure of any component, system, or appliance.
- We are not liable for our delay or failure to provide service due to conditions beyond our control such as unavailability of materials or labor difficulties.
- We are not responsible for foundation and building structure repairs, wells, and cisterns.
- We are not responsible for odors, noises, inadequate airflow, mold, fungus, chemicals, asbestos, silica, lead, or the treatment for wood infestation or other insects.
- Repair of damage resulting from alterations or additions made to the property is not included in this plan.
- This plan does not include computerized, WiFi, or internet-related features.

## LIMITATIONS

*of coverage and damages*

- This plan applies only to single-family residences including those within condos, townhouses, and duplexes and does not cover mobile or manufactured homes. Outbuildings, detached garages, and other structures on the property are not included in this plan.
- We must be notified while the plan is active in order for an item to be repaired under this plan.
- We base replacement items and credits on builder-standard grade makes and models. We are not responsible for matching color, finish, or brand.
- We will not be responsible for replacing combination appliances when the failure of one component does not affect the operation of the remaining appliances within the unit.
- We will not reimburse other vendors for service performed without our prior approval.
- Flue inspections will be limited to three feet or the distance from the unit to the first entry point (*i.e. wall, ceiling, etc.*), whichever is shorter.



# TERMS AND CONDITIONS

This plan is between the homeowner (referred to as “you”) of the property shown on the warranty confirmation and A.B. May (referred to as “we”).

This plan covers only the systems and appliances noted on the plan confirmation and located on the covered property. We will repair covered items that are in good working condition on the first date of the term of this plan. If something can't be fixed, we'll provide options to replace it. See the trade pages to review coverage for each home system. Unrepairable appliances will be issued a check based on the cost of the repair (see p. 10). We and other companies under our direction will provide services for coverage outlined in this plan. All covered items are subject to these terms and conditions. *See p. 13 for general exclusions and limitations.*

## TERM & RENEWAL

Coverage is effective immediately upon payment and will automatically renew each month at the current renewal rate. You will be notified at least 30 days in advance of any material changes, and you will have the opportunity to opt out before any changes take effect. You may cancel by emailing us at [cancel@abmay.com](mailto:cancel@abmay.com) with 30 days' notice. For cancellations and terminations within the first 12 months, you will be responsible for plan discounts and services already received. *We reserve the right to inspect the covered property and all covered appliances and systems before issuing this plan.*

## PRICE

The base price for this plan is \$14.95 for Bronze, \$70 for Silver, and \$80 for Gold (*see p. 11-12 for pricing*). Monthly payments may be made through automatic credit card or bank account debits. Your payment signals the acceptance of the terms of this warranty. *Failure to make payment on time will result in suspension of service. See p. 15.*

## REQUIRED COVERAGE

Additional coverage is required for homes that have a boiler, more than one water heater, or more than two heating and cooling systems. Service to any heating and cooling system and/or water heater will not be covered without the additional required coverage. *See p. 12.*

## EMERGENCY RESPONSE

For emergencies, we will respond within 24 hours of notification. *We define emergency as the failure of a covered item which may cause personal injury or substantial damage to property if not addressed within 24 hours of notification.* No after-hours fees apply to emergency service.

## SERVICE HOURS

You need to provide access to the covered property and be present for repairs. An additional after-hours service fee of \$50 may apply for service appointments scheduled outside normal business hours. An adult over the age of 18 must be present.

## SERVICE AREA

A.B. May serves a wide area in and around Kansas City. See a map on our website. We will refund the payment if a Bronze, Silver, or Gold plan is registered for a home outside our service area.

## SERVICE FEE

A service fee will be charged for each trade service call. A trade service call is determined by the type of technician (heating, cooling, plumbing, electrical, appliance) who diagnoses and completes the repair. Service calls for different trades cannot be combined into one call or service fee. Payment is required at the time of service.

We will guarantee repairs performed under this warranty for 30 days. Exclusions are outlined in this brochure and in writing at the time of repair. We will charge \$25 for any returned check or insufficient bank account debit. **Note to Kansas residents: Tax will be added to appliance service calls.**

## LIMITATIONS OF LIABILITY

- Our obligation is only to you and is limited to the terms defined in this brochure.
- Maximum coverage under this warranty is \$2,000 per trade service call for Silver and Gold.
- Due to the EPA phaseout of R-22 refrigerant, R-22 refrigerant is not a covered option under the warranty.
- \$500 maximum for grey polybutylene pipe.
- We will not be liable for damage from condensation leaks, frozen pipes, or drains.
- We will not be liable for consequential damages.

*(Continues on following page)*

# TERMS AND CONDITIONS

## THIS WARRANTY IS NOT A CONTRACT OF INSURANCE

### DISCOUNTS ON NON-COVERED ITEMS

A 15% member discount on non-covered repairs is included in your plan. The price quoted at the time of service will reflect this discount. For new equipment and sewer replacement, other promotions and discounts may apply.

### TERMINATION

**We may terminate this warranty without notice:**

- If you fail to pay service call fees.
- In the event of fraud or misrepresentation by you of any fact or circumstance relating to the appliance, electrical, or mechanical systems.
- If the safety or comfort of our technicians is compromised in any way at the covered property. Upon such termination, we will refund the prorated amount of the price you paid for any time left on the term of the contract.

### TERMINATION FOR NON-PAYMENT

If you fail to make any payment as required by this warranty, we may terminate the warranty without notice. You acknowledge that all services have been provided under the warranty at a discount and agree that you will be responsible for the full price of all services provided to date at the current rate for like services not provided under a warranty. We will bill you for those services, and payment will be due and payable upon receipt. If this warranty is referred for collection or legal action, you agree to pay us all interest, costs, and expenses including reasonable attorney's fees that we incur.

### MODIFICATIONS

We may update the terms of this home warranty from time to time, and we will post the newest version of our brochure on our website with the date published on the final page. We will notify you directly with any material changes to your home warranty. If at any time you do not agree to the changed terms, you may cancel. By making payment, you signal acceptance of the terms of this home warranty.

### PRIVACY

A.B. May respects your privacy and wants to let you know that we may use your information in an aggregated manner with your personally identifiable information removed for marketing and other similar uses.

### LEGAL MATTERS

The laws of the state where the covered property is located govern the interpretation of this warranty and all other claims.

**Each party waives its right to a jury trial in any court action arising among the parties under this warranty or otherwise related to this warranty, whether made by claim, counterclaim, third party claim, or otherwise.**

**Any proceedings to resolve or litigate any dispute in any forum will be conducted solely on an individual basis. Neither you nor we will seek to have any dispute heard as a class action, private attorney general action, or in any other proceeding in which either party acts or proposes to act in a representative capacity. A.B. May aims to resolve all claims informally if possible. All disputes must first be submitted to the other party as a formal, written complaint and allow at least 30 days for resolution. This can be emailed to [resolution@abmay.com](mailto:resolution@abmay.com) with the subject line: Formal Dispute.**

### SEVERABILITY AND WAIVER

If any part of this warranty is declared invalid, unenforceable or impaired in any way, the validity of the remaining portions will remain in effect as if the warranty had been executed without the invalid portion. The waiver of a breach of any term or condition of this warranty does not constitute the waiver of any other breach of the same or any other term. In order to be enforced, a waiver must be in writing, signed by the waiving party.

### ENTIRE AGREEMENT

The warranty confirmation and brochure contain the entire agreement between you and us. It supersedes any prior oral or written agreement. Any modifications must be in writing signed by both parties.



**“A.B. May has been our furnace/AC repair, appliances -electrical-plumbing company for over 20 years. Always well pleased with their first-class technicians, services, and repairs. Their service warranty contract has always served us well & I would recommend it to everyone.”**

*Charles, BBB*

**“The service was outstanding. I have a service contract, and the service provided was exactly as described in the gold plan. The technician was friendly, very respectful of the home, and upfront about the cost before any work was done. They called to announce the technician would be on his way, and he arrived about 15 or 20 minutes later. From the initial call scheduling the work to completion, I was very satisfied.”**

*Andy, Google*

**For more information**

*visit [abmay.com](http://abmay.com) or call our service plan specialists at 816.763.3330*

**To schedule service**

*call 913.383.2222*