



A Real Estate Professional's Guide to Optional HVAC Inspection



LONG LIVE HAPPY HOMES®

Understanding the Optional HVAC Inspection Program

Home inspections are a great start in determining whether a home's systems and appliances are working properly. However, some systems - like heating and air conditioning - can't be easily tested, and require additional expertise for an accurate diagnosis.

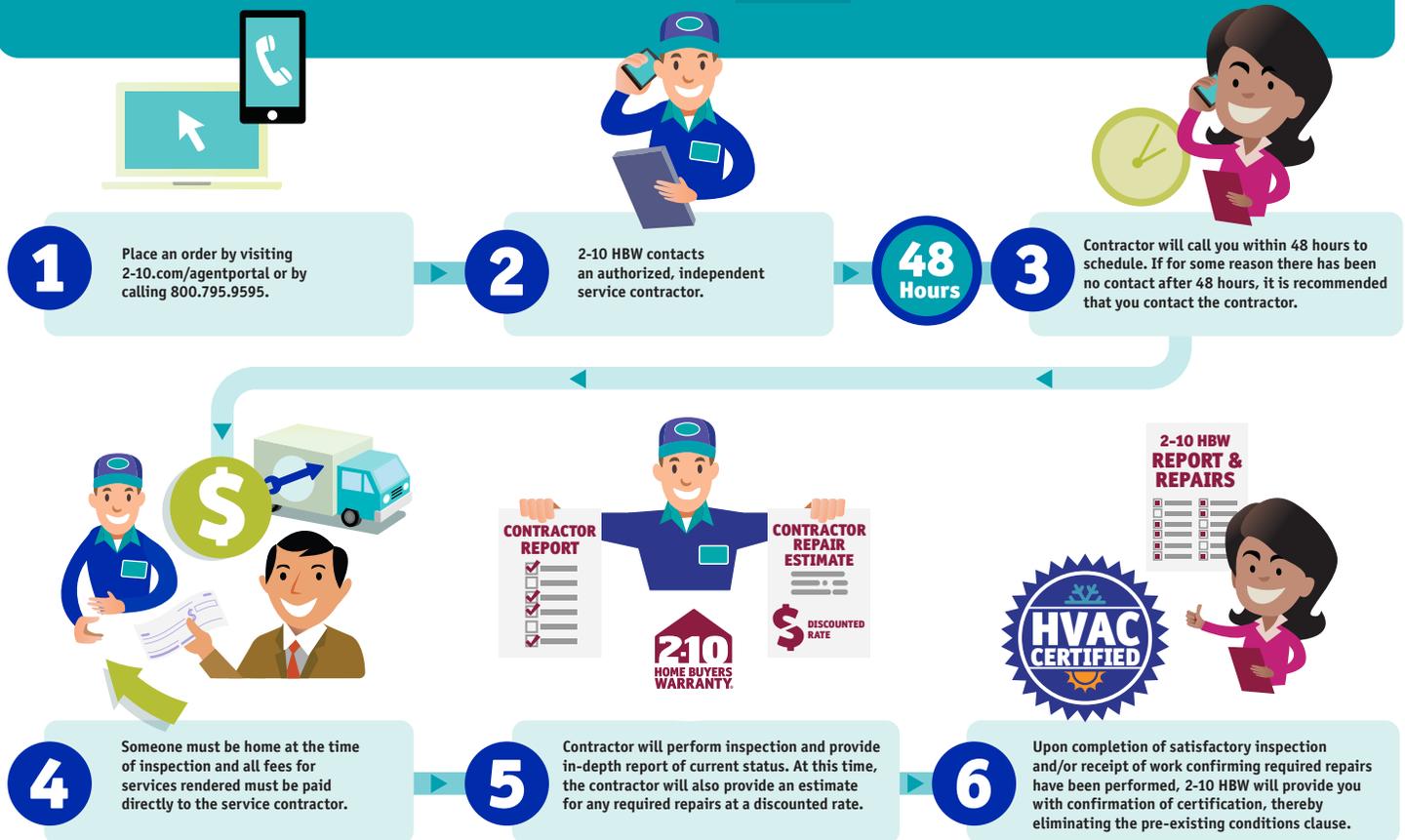
The Optional HVAC Inspection is a service that 2-10 Home Buyers Warranty® (2-10 HBW®) provides for customers that would like an HVAC inspection. Where available, it is an added benefit and is **NOT REQUIRED** for coverage under 2-10 HBW's Home Warranty Service Agreement. It simply is an additional option to help clients uncover any defects or problems with their HVAC system prior to closing and/or the beginning of their service period.

To avoid complications at closing, make sure you schedule your HVAC Inspection when you enroll listing coverage.

HOW IT WORKS Optional HVAC Inspection



It may take up to 7-10 business days to complete the entire inspection process.



For more information, visit: 2-10.com/HVAC-Inspection

DID YOU KNOW?

HVAC breakdowns occur in **1 out of every 2.2 homes** every year and cost an average of **\$3,055**.



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FAQs

IS THIS HVAC INSPECTION REQUIRED BY 2-10 HBW?

No. The HVAC Inspection program offered by 2-10 HBW is completely optional. When HVAC service requests are denied as a pre-existing failure, homeowners often want to blame the seller or the agent for not determining or disclosing the failure prior to closing. The HVAC Inspection program is offered as an inexpensive way to help buyers and agents know the condition of the HVAC system before closing.

HOW MUCH DOES THE HVAC INSPECTION COST?

The inspection costs no more than \$85 for the first unit, and no more than \$35 for each additional unit.

WHAT IF DEFECTS ARE FOUND?

The service contractor will provide the homeowner, or the homeowner's representative, an estimate to repair the defects at discounted pricing. If the repairs are performed before closing, the homeowner needs to only provide verification to 2-10 HBW that the repairs were performed in order to have the HVAC system certified.

WHAT SORT OF DEFECTS OR FAILURES MIGHT BE PRESENT EVEN THOUGH THE HVAC SYSTEM IS WORKING?

There are many. For instance, the evaporative coil could be leaking coolant even though cool air is still flowing. Likewise, the heat exchanger can have small cracks and still produce warm air at the vents. These are defects or failures that develop over time, and if found immediately after closing, could be the cause for a denial of the service request due to pre-existing conditions.

WHAT IF I HAVE MY OWN HVAC INSPECTION DONE?

That's great! However, the pre-existing condition clause will only be waived if a 2-10 HBW service contractor performs the inspection, as they will thoroughly check specific items requested by 2-10 HBW.

WHAT IF MY SELLER OBTAINS CERTIFICATION AT THE TIME OF LISTING, BUT THE HOME DOES NOT SELL FOR SIX MONTHS?

No problem! Once an HVAC system has been inspected and certified, coverage is valid as long as the 2-10 HBW Home Warranty Service Agreement is in effect.



HOW DO I ORDER AN HVAC INSPECTION?

To order an HVAC Inspection, you can visit 2-10.com/agentportal and request the inspection at the time you enroll coverage. You can also place a request with Agent Services at 800.795.9595.



HAVE ADDITIONAL QUESTIONS OR CONCERNS

For general questions about the HVAC Inspection program, please visit 2-10.com/HVAC-Inspection or call 2-10 HBW directly at **800.795.9595**.