



# A New Take on Home Warranty. With a **100% Resolution Guarantee.**

We can't stop things from breaking down, but we can stop them from hurting your wallet



THE WALL STREET JOURNAL.  **CNBC**  **FORTUNE** *The New York Times* **VentureBeat**

-  3 days average resolution time
-  Same or next day service
-  Exclusive network of technicians or choose your own contractor
-  Perks worth \$300 per year, including a \$200 free handyman credit
-  Affordable plans, starting at \$1 per day
-  Socially responsible company

# We're the New Kid in Town and We're Doing Things Differently

The stale home warranty industry is broken. We're here to provide a new and more **holistic home warranty experience**, one you can truly rely on.

Originated as an on-demand home service company, we know what hurts and how to fix it. We've reimagined and repackaged the home warranty experience to **provide a more customer-centric, resolution-focused, streamlined process**.

Our goal is to **empower homeowners** to care for their homes in a **peaceful, reliable, manageable and cost effective way** through **all stages of home-ownership**.

## Our Promise to You Is Simple:

- ✓ **100% resolution guarantee** - if we can't repair, we'll offer a replacement or a 3rd party contractor reimbursement
- ✓ **Lightning speed repairs** - we'll be at your door as early as the same or next day
- ✓ **Seamless service at your convenience** - once you book the appointment, we'll handle all communication with the tech, while you sit back and relax
- ✓ **91% claim approval rate & low-hassle claim submission** - file a claim in seconds online, by phone or via the app—and get approval in minutes
- ✓ **Exclusive network of background checked & skill tested techs** - that's our secret sauce to ensuring the highest standard of service every time (or choose your own contractor, the choice is yours)
- ✓ **Reliable & responsive customer service** - help is available 24/7 via email, phone or chat - speak to a rep within 45 second on average

# \$200

**FREE HANDYMAN SERVICE CREDIT**

**For all those things on your to-do list around the house.**

TV Mounting • Interior Painting • Drywall Repair • Furniture Assembly  
Wall Hanging • Light Installation • Window Treatment • And Many More



📞 800-485-6386

✉️ [realestate@puls.com](mailto:realestate@puls.com)

# An Exclusive Network of 30,000 Experienced Techs Nationwide, at Your Service!

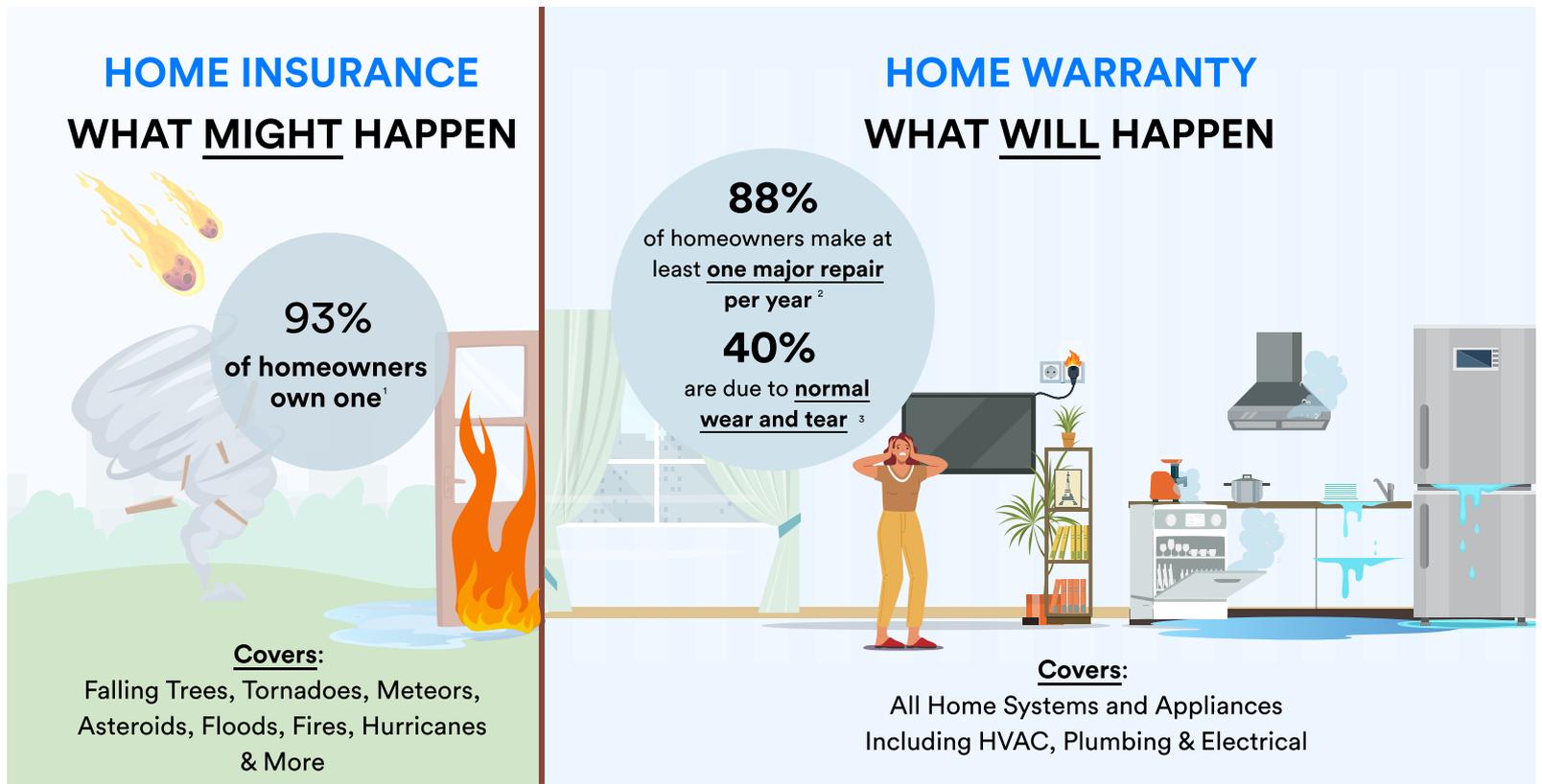


- ✓ We empower local businesses—get our trusted Puls techs or choose your own contractor
  - ✓ Hassle-free booking—we'll match you with the best in class tech for your issue
  - ✓ Compulsory skills assessment ensures a unified repair experience
    - ★ Only 30% of applicants pass our recruitment process.
  - ✓ Fully vetted and background checked, so you'll be confident in who is coming to the door
- 🇺🇸 We're proud to support veterans from all areas of the Armed Forces.

## Home Insurance or Home Warranty?

Puls home warranties will give you **hassle-free, affordable coverage** and **peace of mind** for your heating, air conditioning, electrical, plumbing, and appliances against daily usage.

**Repairs paid out of pocket can get expensive quickly.** Homeowners in the US spend on average 1-4% of their home's value on repair and maintenance per year. For a home **worth \$250,000** that's anywhere between **\$2,500-\$10,000**.



1. Homeowners insurance statistics and facts, Bankrate 2022

2. Here's What the Average American Spends on Home Repairs and Improvements, The Motley Fool, 2019

3. Puls proprietary data, 2023

4. Solved! Here's How Much to Budget for a Home Maintenance Fund, Bob Vila, 2023

# What's in It for You?



## Realtors

- Win more listings in a competitive market
- Avoid post-sale disputes and legal headaches
- Reduce home buyer stress-so you can focus on your next closing
- Ease negotiations over price objections related to home inspection



**The only home warranty with cash back perks (\$200 handyman credit + \$100 home health checkup)**

## Sellers

- Homes sold with a HW sell 50% faster than those without<sup>4</sup>
- Get a better offer for your listing
- Minimize your risk of post-sale liability
- Give buyers a sense of security with a reliable full-year breakdown coverage



Get a competitive advantage for your listing with Puls' exclusive perks: **discounted on-demand home services + \$200 handyman credit & more**



## Buyers

- Protect your budget against expensive out of pocket repairs and maintenance costs year-round
- Get all your home care needs and projects done with a 15% discount
- A personal concierge at your service for all things home-related



Enjoy a **\$200 handyman credit** to use for your move in tasks or later + a **free home health check-up**, worth \$100

\* Homeowners insurance statistics and facts, Bankrate 2022

# All Your On-Demand Services at Your Fingertips



- ✓ **15% off** any on-demand service with every home warranty plan
- ✓ **Prevent frustrating repairs** by carrying out **periodic maintenance work**
- ✓ Your **personal concierge** to coordinate everything around the home
- ✓ Informative resources on how to **maintain and better care for your home**

## Get Everything Done around the House, Year-Round!

### MOVING IN & OUT

Interior painting, tv mounting, smart home installations, security system setup

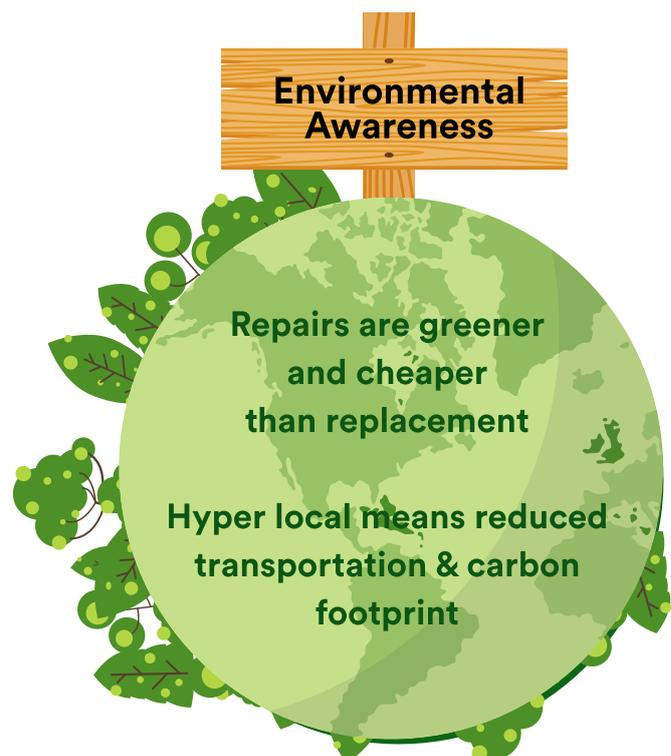
### RENOS & DECOR

Furniture assembly, wall hangings, light fixtures hanging, drywall repair, fan installation

### SEASONAL PREP

Gutter cleaning, power washing, window caulking, insulation

## The Socially Responsible Home Warranty!



# Pricing & Coverage

Affordable and clear-cut pricing plans to protect your home against expected inevitable repairs. Shield yourself from unexpected repair & replacement costs, paid out of pocket.

		HomeSave	HomeDeluxe	HomePremier
		\$430/year	\$520/year	\$625/year
*Deductible- \$89 for service calls				
System	Cooling System (5-ton capacity/RES use)	●	●	●
	Heating System	●	●	●
	Ductwork	●	●	●
	Interior Electrical System	●	●	●
	Plumbing Stoppages	●	●	●
	Plumbing System	●	●	●
	Built-In Microwave	●	●	●
Appliances	Kitchen Exhaust Fan	●	●	●
	Dishwasher	●	●	●
	Garbage Disposal	●	●	●
	Water Heater	●	●	●
	Food Spoilage		●	●
	Enhanced Appliance Coverage			●
	Washer			●
	Dryer			●
	Refrigerator			●
				●
Home Items	Ceiling Fans	●	●	●
	Garage Door Opener	●	●	●
	Door Bells	●	●	●
Premium Options	Garage (hinges and springs)		●	●
	Haul away		●	●
	Crane fees		●	●
	Permits		●	●
	Recapture and reclamation		●	●
	Equipment disposals		●	●
	Structural modifications for HVAC & water heater replacements		●	●
	Dishwasher extras (racks, rollers and basket)		●	●
	Rekey		●	●
			●	●
Perks	\$200 Handyman Credit	●	●	●
	\$100 Home Check Up		●	●
	On-Demand Service Membership (A Value of \$150)	●	●	●

## Add-ons

- |  |            |                                |            |
|--|------------|--------------------------------|------------|
| ● Additional Washer & Dryer                | \$80/year  | ● Water Softener               | \$40/year  |
| ● Additional Refrigerator (inc. Ice Maker) | \$60/year  | ● Purification System          | \$40/year  |
| ● Freestanding Ice Maker                   | \$50/year  | ● Well Pump                    | \$95/year  |
| ● Freestanding Freezer                     | \$50/year  | ● Septic Tank                  | \$60/year  |
| ● Freestanding Wine Chiller                | \$50/year  | ● Pool Pump                    | \$50/year  |
| ● External Sewer Line                      | \$70/year  | ● Sump Pump                    | \$60/year  |
| ● External Gas Lines                       | \$55/year  | ● Pool & Spa (inc. Salt Water) | \$150/year |
| ● External Water Lines                     | \$55/year  |                                |            |
| ● External Electric Line                   | \$20/year  |                                |            |
| ● External Lines Bundle                    | \$175/year |                                |            |

# Your Neighbors Love Us!



“



It is pretty straightforward, all I ask of any service provider is availability, punctuality, professionalism, and honesty. With all being met I was comfortable with subscribing to not only the continued service plan but other services.

**Ronald P., Apopka FL**  
**Appliance Protection**



“



Kenny was very professional and explained everything we asked and didn't ask. We learned a whole about the dryer which was the problem for the visit plus an overview of the other appliances.

**Edward F., New York NY**  
**Puls Whole Home Warranty**



“



Puls is very fortunate to have such a hard-working technician. He was professional, helpful explained everything to me and also made sure I understood exactly what was wrong how it worked and what I needed to do to make sure the repairs were effective.

**Rebecca Stier, Thornton CO**  
**Systems Protection**



“



This is one of the quickest and easiest service repair visits I've ever had. Kristopher was knowledgeable friendly and efficient. Thanks for making this a quick and painless job!

**Chrissa G., Boerne TX**  
**Puls Whole Home Warranty**



# Terms & Conditions

## MAJOR APPLIANCES (interior use only).

The coverage for the following covered products includes one (1) each in the home, unless additional coverage is purchased and listed on your declaration of coverage, up to the limit of liability listed on your declaration of coverage. This plan covers all mechanical components and parts.

**Covered:** Dishwasher, built-in microwave oven, range/oven/cooktop, range exhaust fan, garbage disposal, kitchen refrigerator w/ ice maker & dispenser, clothes washer, clothes dryer and water heater. In addition, this plan also covers the power surge: If your product is electrically powered and plugged into a power surge protection device, this plan covers parts and labor due to failure of your product as a result of power surge, as determined by an Authorized Service Technician.

**Not covered:** Racks, rollers, baskets, knobs and dials, screens, filters, light bulbs, meat probe assemblies, rotisseries, cracked cooktops, screens, insulation, soap dispensers, venting. Not covered for water heaters: Low boy and/or squat water heaters, solar water heaters, solar components, fuel, holding or storage tanks, noise-energy management systems, flues and vents, commercial grade equipment, units exceeding 75 gallons, drain pans/lines, tank jackets, dampers, electrical and gas feed to the unit, anode rod, expansion tanks, dip tubes, backflow valves, mixing valves, water heater used for radiant heat, system booster pump, flushing, repairs needed due to freezing or water damage, outside water heaters not designed for outdoor use or lacking proper enclosures, water piping outside the home, gas fittings including flex connectors outside of the home, damage caused by not regularly maintaining a tankless water heater system to manufacturer specifications. Leaks caused by rust, corrosion or sediment buildup that accumulated prior to the plan start date.

## CENTRAL HEATING AND AIR CONDITIONING (HVAC) SYSTEMS

The coverage HVAC system includes all units in the covered residence, up to the limit of liability listed on your declaration of coverage. This plan covers all mechanical components and parts that affect the operation of the product for indoor ducted electric central air conditioning, ducted electric wall air conditioning, water evaporative coolers, and ducted heating systems (including heat pumps which cool or heat the home). Replenishment of refrigerant is limited to up to two (2) pounds or \$250 per contract term for parts and labor.

**Covered:** Central air conditioning/cooling system: Residential centrally ducted cooling systems not exceeding a five (5) ton capacity. Central heating system – centrally ducted gas or electric or oil; or natural gas/propane wall heaters used for heating the customer's entire residence.

**Not covered:** Gas air conditioning systems, baseboard casings, line driers, portable units, registers, grills, clocks, flues and vents, condenser casings, portable electric air cleaners, filters, humidifiers, service valves, driers, refrigerant line sets, belts, wiring, condensate pump, smart and/or Wi-Fi enabled thermostats, float/wet switch, wiring harness, circuit breakers, drains, primary and secondary drain pans, drain line stoppages, roof jacks or stands, chilled water systems, unit accessories, improperly sized cooling systems, zone controls, thermal expansion valve, mini-split systems, non-ducted wall units, solar heating systems, fireplaces, chimneys, heat lamps, fuel storage tanks, liners, registers, grills, timers, condensate pump, smart and/or Wi-Fi enabled thermostats, float/wet switch, flues and vents, filters, improperly sized heating systems, free-standing, or portable heat units. All components and parts relating to geothermal, water source heat pumps, and pellet stoves. Use of cranes or other lifting equipment to repair or replace units/system components. Costs associated with replacing non-failed parts to bring a system into compatibility (including conversion to R410a), modifications necessitated by the repair of existing equipment or the installation of new equipment, including, but not limited to, the required replacement of air handlers when replacing condensers, and condensers when replacing air handlers.

## PLUMBING AND ELECTRICAL SYSTEMS

The coverage for the following products is up to the limit of liability listed on your declaration of coverage. This plan covers components and parts required to resolve electrical system and plumbing stoppages, leaks and fixtures. Fixtures will be replaced with builder grade fixtures.

**Covered:** Plumbing systems/stoppages/fixtures (including toilets) and Electrical systems.

**Not covered:** Polybutylene piping, hose bibs, collapse of or damage to water, drain, gas, waste or vent lines caused by freezing, settlement and/or roots, bathtubs and showers, shower enclosures and base pans, bathtub drain mechanisms, sinks, toilet replacement with non-builder's standard grade, cabling or grouting, whirlpool jets and pumps, septic tanks, water softeners, pressure regulators, inadequate or excessive water pressure, flow restrictions in fresh water lines caused by rust, corrosion or chemical deposits, holding or storage tanks, saunas or steam rooms, basket strainers. Cost to locate or access cleanouts not found or inaccessible, or to install cleanouts, access through roof vents, stoppages caused by collapsed, damaged or broken drain, vent or sewer lines outside the home's main foundation, stoppages due to roots or foreign objects, lines broken or infiltrated by roots, or otherwise stopped by roots, even if within the home's main foundation. Clearing of mainline beyond 100 feet, fixtures, carbon monoxide and smoke alarms, detectors or related systems, intercoms and doorbell systems associated with intercoms, inadequate wiring capacity, solar power systems and panels, direct current (D.C.) wiring or components, attic fans, commercial grade equipment, damages due to power failure or surge, overloads greater than the system's design, circuit overload, solar components, energy management systems, upgrades to lines in service.

### HOME ITEMS

Unless otherwise noted below, the coverage for the following products includes all units in the home up to the limit of liability listed on your declaration of coverage. This plan covers all mechanical components and parts that were included with the original purchase.

**Covered:** Door bells, ceiling fans and garage door openers (includes one (1) unit per listed on declaration of coverage).

**Not covered:** Remotes; garage door or door track assemblies.

### ADDITIONAL COVERAGE/ UPGRADE OPTIONS

Any of the following apply to your plan if listed on your declaration of coverage. Add-on coverages will run concurrently with the term of your plan.



#### WATER SOFTENER

**Covered:** All Internal Electrical parts.

**Not covered:** Breakdowns caused by lack of maintenance, sediment build up, rust or corrosion, or improper use based on manufacturer's instructions.



#### SEPTIC SYSTEM

**Covered:** Mainline stoppages that can be cleared through an existing access or cleanout without excavation. The septic tank will be pumped one (1) time during the Agreement coverage term if the stoppage is due to septic back up. We will not pay more than \$500 per pumping occurrence. If the septic tank needs to be replaced, we will not pay more than the total limit of liability listed on your declaration of coverage, towards the replacement of the septic tank. We will cover one (1) sewage ejector pump up to \$500 per service plan term for septic system located within the perimeter of the main foundation.

**Not covered:** Broken or collapsed sewer lines outside the foundation, stoppages or roots that prevent the effective use of any externally applied sewer machine cable, cost of finding or gaining access to the septic tank or sewer hook-ups, disposal of waste, chemical treatment of the septic tank and/or sewer lines, tanks, leach lines, cesspool, and any mechanical pump or systems.



#### WELL PUMP

**Covered:** All components and parts of the well-pump utilized as a source of potable water to the home.

**Not covered:** Standard exclusions, as defined below, plus above or underground piping, cable or electrical lines leading to or from the well pump, including those that are located within the well casing, well casings, pressure switches not located on the pump, holding, storage or pressure tanks, booster pumps, re-drilling of wells, and well pump and all well pump components for geothermal and/or water source heat pumps.

## POOL & SPA

**Covered:** All above ground, accessible, working components and parts of the heating and pumping systems (1 system only); gaskets; primary circulator pump; motor; relays and impellers; back flush valves; and check valves.

**Not covered:** Seals and hoses, automatic feeders and chemicals, lights, liners, structural defects, solar equipment, jets, ornamental fountains, waterfalls and their pumping systems, pool cover and related equipment, filter elements or media, remote control systems, refrigerant reclamation, built-in or detachable cleaning equipment including pool sweeps, pop-up heads, turbo valves, skimmers, chlorinators and ionizers, fuel storage tanks, disposable filtration mediums.

## EXTERNAL WATER LINE

**Covered:** All parts, material, and labor to repair or replace your leaking or broken external water line. The determination of whether, and with what, to repair, reline, or replace your external water line is at our sole discretion. Coverage also includes excavation, paving, loaming, and seeding of the lawn as required in the area of any repair or replacement. Any sod, shrubbery, landscaping, flowerbeds, trees, or mulch that must be moved in order to repair a service leak or perform other work will be replaced with grass seed.

**Not covered:** Main shut-off valve, blockages, water taps, pressure reducing valve, booster pump, meter pit frame or cover, curb valve, curb box adapter and cover (unless owned by you), lawn or fire sprinkler systems, any leaks inside the premises beyond the main shut-off valve in the house. Frozen lines. Lines that branch off the primary line. Lines that have a pressure of more than 30 pounds per square inch. Lines that have failed an inspection or test, when no operational failure has occurred. Any section of your line that is shared with any third party or is covered by a homeowners', condominium or like association.

## EXTERNAL SEWER LINE

**Covered:** All parts, material, and labor to repair, reline, replace, or unblock your external sewer line. The determination of whether, and with what, to repair, reline, or replace your external sewer line is at our sole discretion. coverage also includes excavation, paving, loaming, and seeding of the lawn as required in the area of the repair or replacement. Any sod, shrubbery, landscaping, flowerbeds, trees, or mulch that must be moved in order to repair a sewer leak or perform other work will be replaced with grass seed.

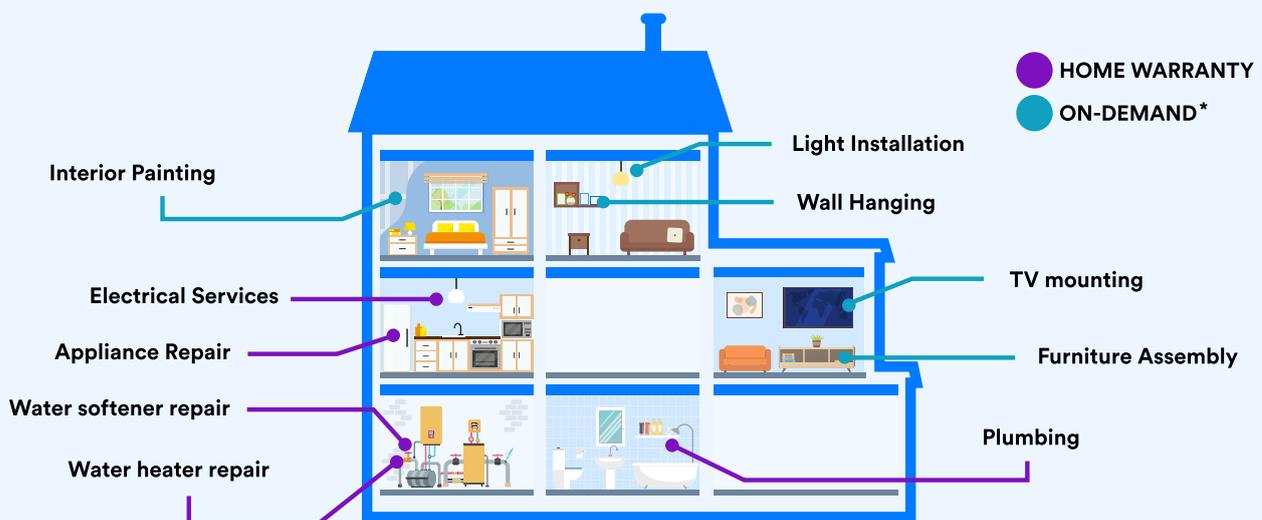
**Not covered:** Pressure reducing valve, sewer line that does not connect to a municipal or city owned sewer line, coverage of external sewer line before the main sewer clean out in your home, booster pump, curb valve, curb box adapter and/or cover (unless owned by you), lawn or fire sprinkler systems, any leaks inside the premises beyond the main sewer clean out in the house, any type of sewer odors emitting from the sewer main, system, or sewer line that seep into the drainage or venting system of a house. Non-conforming drain lines, meaning drain lines not directly connected to the public sewer system or your septic tank. Septic tanks or any other type of collection tank; leaching fields; grinder pumps. Lines that have failed a smoke or dye test, or inspection when no operational failure has occurred. Lines that branch off the primary line. A line that has had roots removed prior to the start date of this plan. Any section of your line that is shared with any third party or is covered by a homeowners', condominium or like association.

## GENERAL TERMS

- Any and all pre-existing conditions that occur prior to the coverage start date of this plan;
- Natural flaws, inherent design defects or manufacturer's defects;
- Intentional damage;
- Lost, stolen or irretrievable items;
- Any product that is fraudulently described or materially misrepresented;
- Secondary or collateral damage;
- Maintenance, service, repair or replacement necessitated by loss or damage resulting from any cause other than normal use, storage and operation of the product in accordance with the manufacturer's specifications and owner's manual;

- Damage caused by lack of maintenance, exposure to weather conditions, improper electrical/power supply, improper equipment modifications, add-on products or accessories, attachments or installation or assembly, collision with any other object, vandalism, animal or insect infestation, corrosion, battery leakage, act of nature (any accident caused or produced by any physical cause which cannot be foreseen or prevented, such as storms, fire, perils of the sea, tornadoes, hurricanes, floods and earthquakes) or any other force majeure or peril originating from outside the product;
- Damage caused by “accumulation,” including, without limitation, damage from any repeated use or gradual buildup of dirt, dust, oils or similar, such as hair and body oils, perspiration or darkened bodily contact areas;
- Damage caused by: any improper care, negligence, neglect, intentional acts, misuse or abuse of the product; any repair, replacement or handling of the product other than as recommended or authorized by the manufacturer and/or Us; or any failure to comply with the manufacturer’s warranty;
- Damage caused by cleaning methods, products or materials;
- Defects due to the installation, assembly or hookup of your product;
- Damage caused by transit, delivery, redelivery, removal or reinstallation of the product, or the product being moved between different locations or into or out of storage, including damage caused by packing or unpacking of the product;
- Claims made under any improperly or incorrectly purchased protection plan;
- Except as otherwise provided, “cosmetic damage,” defined as any damages or changes to the physical appearance of a product that does not impede or hinder its normal operating function as determined by us, such as scratches, abrasions, peelings, dents, kinks, changes in color, texture, or finish or similar conditions;
- Accidental damage;
- Consumer replaceable or consumable items including but not limited to filters;
- Except as otherwise provided, any product used for heavy commercial, educational, rental or industrial use;
- Product(s) with removed or altered serial numbers;
- Manufacturer defects or equipment failure, which is covered by manufacturer’s warranty, manufacturer’s recall or factory bulletins (regardless of whether or not the manufacturer is doing business as an ongoing enterprise);
- “No Problem Found” diagnosis, intermittent and non-intermittent issues that are not failures of the product (such as poor cell phone reception);
- A product that is no longer in your possession;
- Electronic or computerized systems connected to the covered product (s) such as but not limited to appliance management systems;
- Direct or indirect damages arising out of or in connection with any: (a) act or omission by you, or another person or company; (b) provision or failure to provide services; (c) interruptions or failures in accessing or attempting to access any services;
- Costs related to gaining access to the covered product(s) for repair; and
- Any failure, damage, repairs or loss that is covered under any other plan, warranty, service plan and/or insurance.

## On-Demand & Home Warranty under One Roof!



\* Included at a discounted rate of 15%

800-485-6386

realestate@puls.com

## How to Submit a Claim



1. Login using your details & click on 'File a Claim'
2. Provide details of the issue you're experiencing
3. Select your appointment time
4. That's it, our Puls tech will be there to help soon



## How to Place an Order as a Realtor

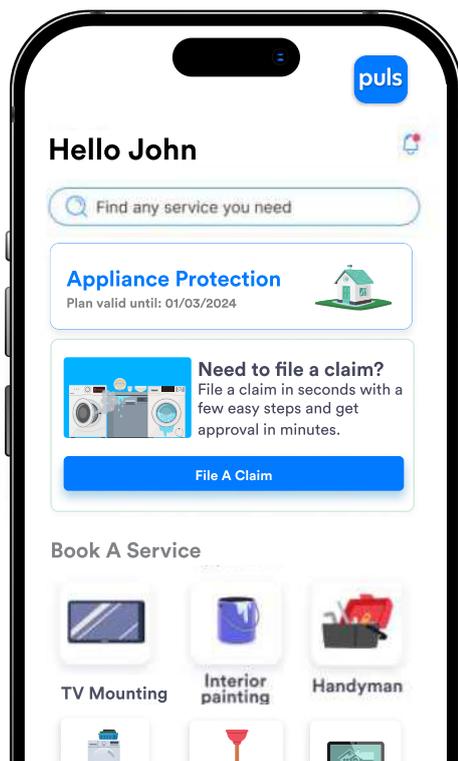


1. Click the "Order Now" button
2. Follow the instructions to place your order
3. Select who you're buying for and who's paying
4. That's it! It's as simple as that



📞 800-485-6386

✉️ [realestate@puls.com](mailto:realestate@puls.com)



## Get more with the Puls app

- ✓ Book services & submit claims
- ✓ Get access to unrivaled DIY content & tips
- ✓ Unlock additional exclusive savings
- ✓ Activate warranty freebies

Look for  
**Puls - Home Services**  
in your app store



📞 800-485-6386

✉️ [realestate@puls.com](mailto:realestate@puls.com)