

Case Study for a Paid Dishwasher Claim

\$446.10 Claim Paid to Homeowner in Lyons, CO in 2020

SITUATION

In February, an ASHI certified inspector was hired to do an inspection in Lyons, CO. The inspector noted the home was in a satisfactory condition and everything was working as necessary at the time of the inspection. However, once the homeowners moved into their home, they discovered some issues with their dishwasher. More specifically, there was a major leak in the dishwasher, caused by a failure of the diverter pump. The homeowners hired a contractor to make the proper repairs, including replacing the pump so it functioned correctly.

Since the home inspector had purchased a limited home inspection warranty from American Home Warranty Company (eWarranty - \$13.95), the homeowners were able to file a claim for the repairs immediately. They sent their claim within 90 days to American Home Warranty Company for review. The claim was then processed quickly and efficiently.

RESOLUTION

Upon review, it was determined that the claim was valid because the dishwasher was under 11 years of age and it was noted as functional at the time of inspection. The homeowners also provided documentation from a licensed repair man that stated the dishwasher's pump needed replacement.

Under the home warranty clause for appliances, American Home Warranty paid the full cost of repairs totalling \$446.10 for the replacement of the pump, which occurred within 90 days of closing. After the new homeowner provided a paid work order from the local contractor, AHW sent a check directly to the homeowners and the situation was resolved.

During this process, the inspector was copied on all correspondence. He was updated as the claim was processed and finalized, as were the homeowners. By purchasing the AHC 90-Day Limited Warranty (eWarranty) for just \$13.95, the inspector saved a lot of his time and money. He didn't have to do any work associated with the claim such as investigating the cause of failure - AHW's claims department managed everything including review of all documentation, conclusion based on the facts, and final payment for the owners.

Inspectors around the country (46 states) continue to rely on American Home Warranty policies to give themselves and their clients much needed peace of mind.



American Home Warranty Company