

# Case Study for a Paid HVAC Claim

\$531.35 Claim Paid to Homeowner in Bluffton, SC in 2019

## SITUATION

In early July, an ASHI certified inspector was hired to do an inspection in Bluffton, SC. The inspector noted the HVAC system was in a satisfactory condition and was working as necessary at the time of the inspection. However, once the homeowners moved into their home, they discovered the upstairs was not cooling as it should. The homeowners hired a contractor to make the proper repairs, including replacement of the damper.

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 system broke down while under warranty.

Under the home warranty clause for HVAC system, American Home Warranty paid the full cost of repairs totalling \$531.35 for the damper failure, 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 AHW 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 - AHW's claims department managed everything including review, conclusion, and payment.

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