



Mountain Inspection Support Association
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January 10, 2010

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear [REDACTED]

We are sorry to hear about any problems that your client has experienced with the house you inspected. We have completed our review of the documents that has been submitted under the 100-day limited inspection coverage.

Your client: [REDACTED]
The property inspected: [REDACTED] KS 67124
The date of the inspection: 9/4/2009

Your client refers to the following:

- Replacement of the furnace because of the condition of its heat exchanger \$1,800-\$3,000

We reviewed the documentation provided to Mountain, including all communications, emails, estimate of repair/replacement, inspection report, and agreement.

From our review, we CANNOT provide you assistance under our 100-day limited inspection coverage terms.

We are pleased to see that you did observe and report “the burner chamber was concealed during the inspection.” You mentioned in the report that there was “rust, scale and other debris observed” at the furnace and heat exchanger area. You recommended “a review by a licensed HVAC contractor to ensure proper and safe operation of the unit.” You notified your client that “the inspection for holes and/or cracks in heat exchangers is not within the scope of your inspection and should be performed prior to closing to ensure the proper and safe operation of the system.”

For us to be able to provide assistance,

- The item in question must have been within the scope of the home inspection. But the heat exchanger was not.
- The item must be visually observable, readily accessible and inspected. But it was not.
- The item, on the day of the inspection, must not need any correction, repair, or further evaluation. But it was identified as a problem that needed further evaluation.

Please remind all clients that your inspection and report are based on the observation of the visible and apparent condition of the home on the date of the inspection, and not the determination of future conditions. Make sure your client understands the freedom to hire professionals prior to closing, including but not limited to a roofer, electrician, plumber, engineer, etc.

Advise your client to seek two professional opinions and acquire estimates of repair as to any defects, comments, improvements or recommendations mentioned in the report. We recommend that the professional making any repairs inspect the property further, in order to discover and repair related problems that were not identified in the report. We recommend that all repairs, corrections, and cost estimates be completed and documented PRIOR to closing or purchasing the property.

You may forward a copy of this letter to your client.

Thanks for being a great member of Mountain.

Sincerely,

Benjamin Gromicko
Mountain Association

At the time of the inspection, you were a member in good standing of Mountain Association, which requires each member to follow a nationally recognized Standards of Practice.

Mountain is a non-profit organization whose charter is to help educate inspectors and help them prepare for and limit complaints, and support them in the case where a complaint was unavoidable.

Membership in Mountain provides the following benefits:

- Articles on limiting liability and the likelihood of complaints;
- Review and critique of inspection reports;
- Articles on how to document inspections to prepare for complaints;
- Access to online education and training;
- Sample agreements that help to limit liability;
- Inspection report narratives and disclaimers to improve report writing;

- Other strategies to help limit your liability and minimize the damage of complaints, including several templates for guarantees that help release the Mountain member for any liability outside of the scope of the guarantee;
- Free 30 minute consultation with a Mountain expert in the event of a complaint;
- Discounted access to Inspection Arbitration Services <http://inspectionarbitrationsservice.com/index.php> (exclusive to Mountain members);
- Up to \$1000 reimbursement for expenses that are the result of an inspection performed as a Mountain member (some restrictions apply); and
- much more.