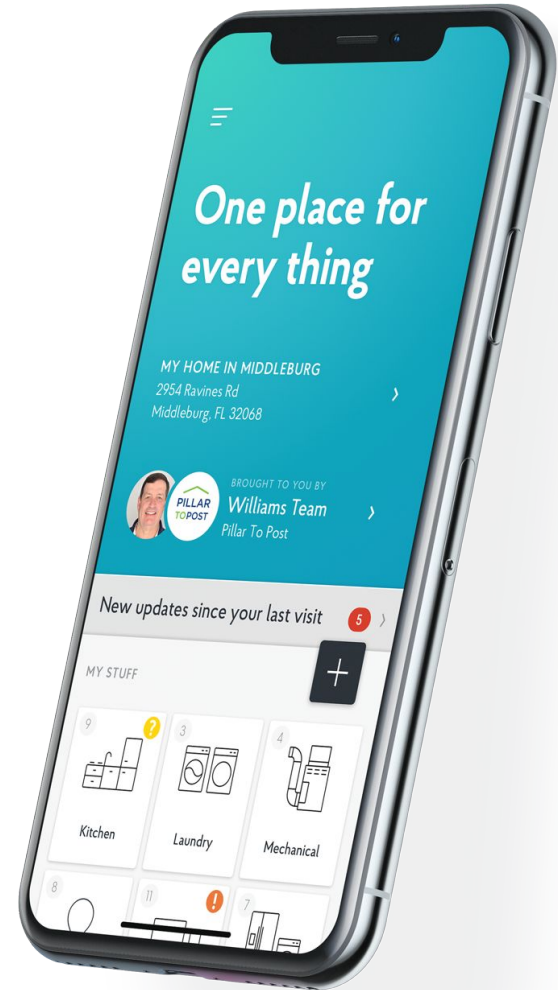




How Centriq Can Increase Your Inspection Business





Every one out of two homes in the US has at least one recalled product in it.

But because the recall system is so broken, most consumers never find out about recalled products and live with dangerous goods in their homes.



U.S. CONSUMER PRODUCT SAFETY COMMISSION

RESELLERS GUIDE TO SELLING SAFER PRODUCTS

If you are in the business of reselling products, you are expected to know the laws, rules, and regulations that apply to your business, including whether a product you are selling has been recalled for a safety issue.

It is illegal to sell any recalled product.

It is also important to know that it is illegal to sell a recalled product, and that includes products in houses for sale, so knowing about recalled products in the home can be important in the buyer's negotiations for the home purchase.



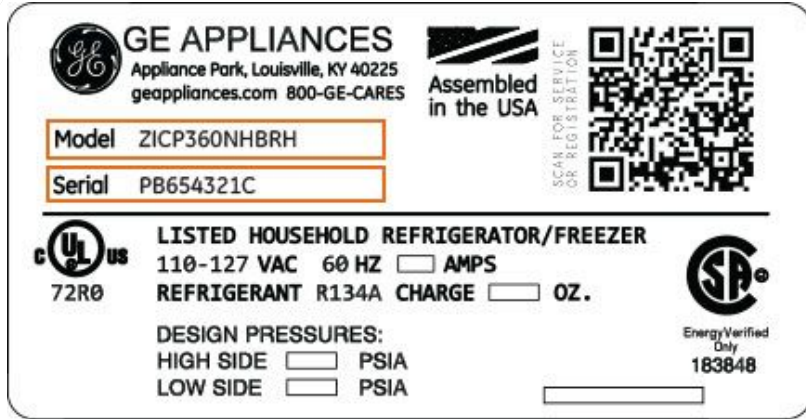
U.S. CONSUMER PRODUCT SAFETY COMMISSION

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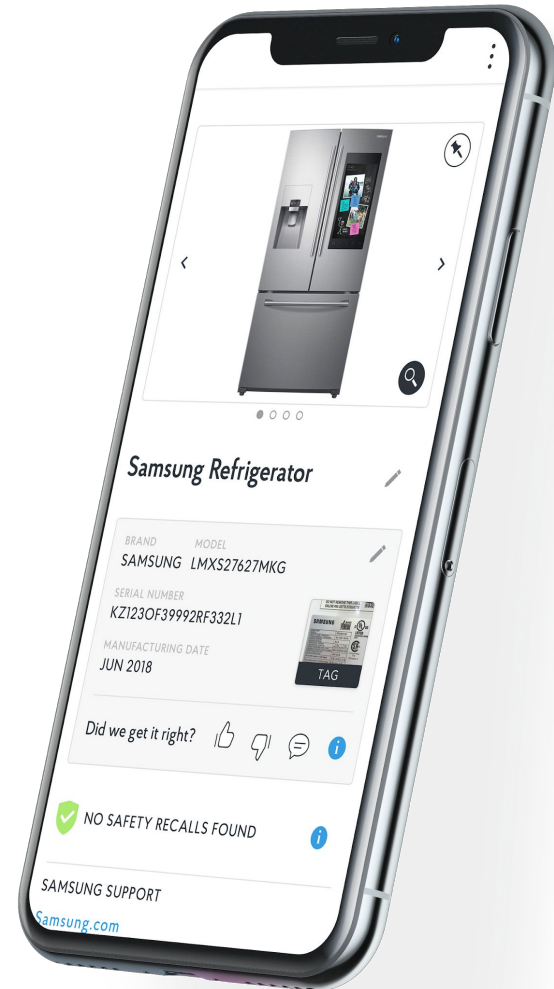
It is illegal to sell any recalled product.

You can see that a recall check is an add on to the home inspection that can be of great benefit to the buyer.



In Centriq, you take a photo of the product label that shows at least the model number.

With that photo, Centriq can recognize the product and the product category.





CENTRIQ



GE APPLIANCES
Appliance Park, Louisville, KY 40225
geappliances.com 800-GE-CARES



Assembled
in the USA



SCAN FOR SERVICE
OR REGISTRATION

Model ZICP360NHBRH

Serial PB654321C



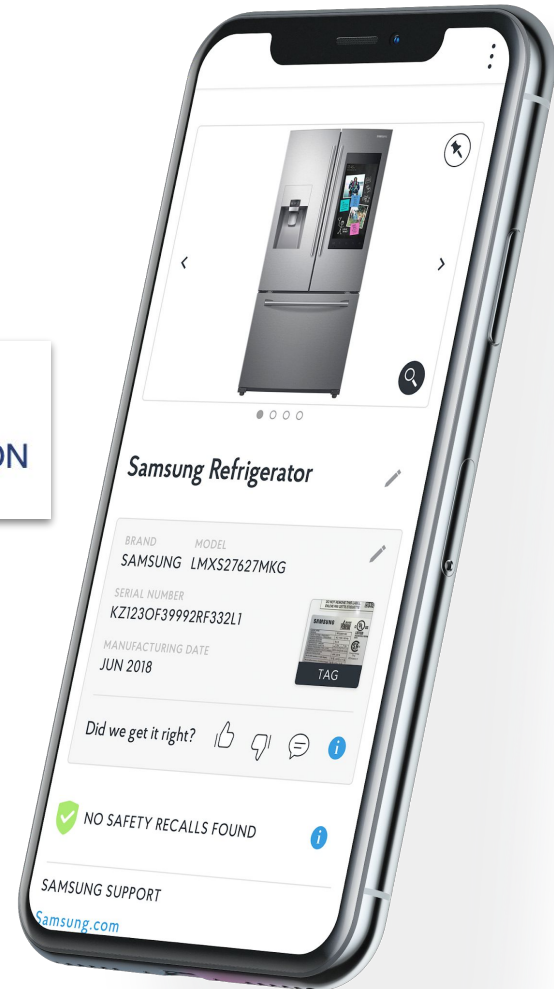
LISTED HOUSEHOLD REFRIGERATOR/FREEZER
110-127 VAC 60 HZ ☐ AMPS
REFRIGERANT R600A GWP 1.0





United States
CONSUMER PRODUCT SAFETY COMMISSION

Centriq checks the **CPSC database** to find out whether or not the product is recalled based on the model number.



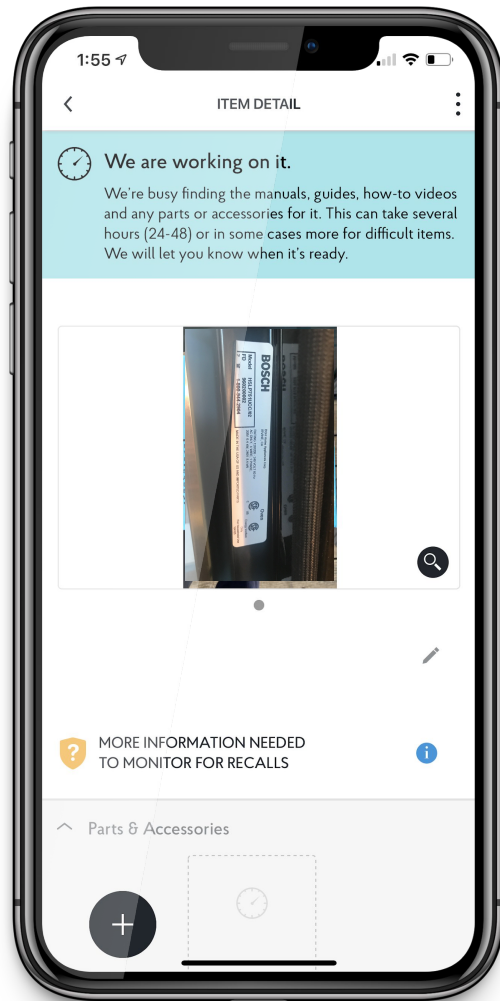
Instant recall results
on 75 - 80% of appliances



If the product is not recognized and/or it is not already in our database it may take a bit longer to process the item.

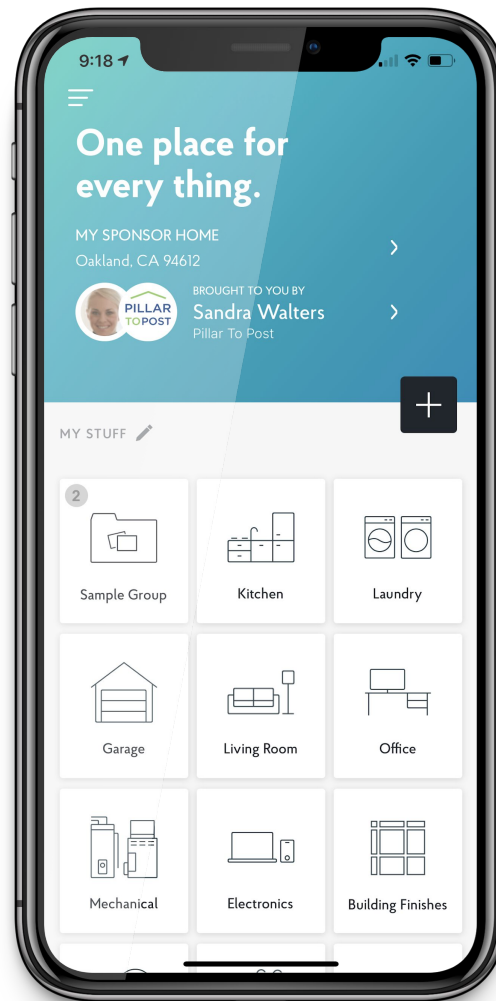
Unknown products go into a queue for a human to review and find the information.

This is typically complete within 24 hours



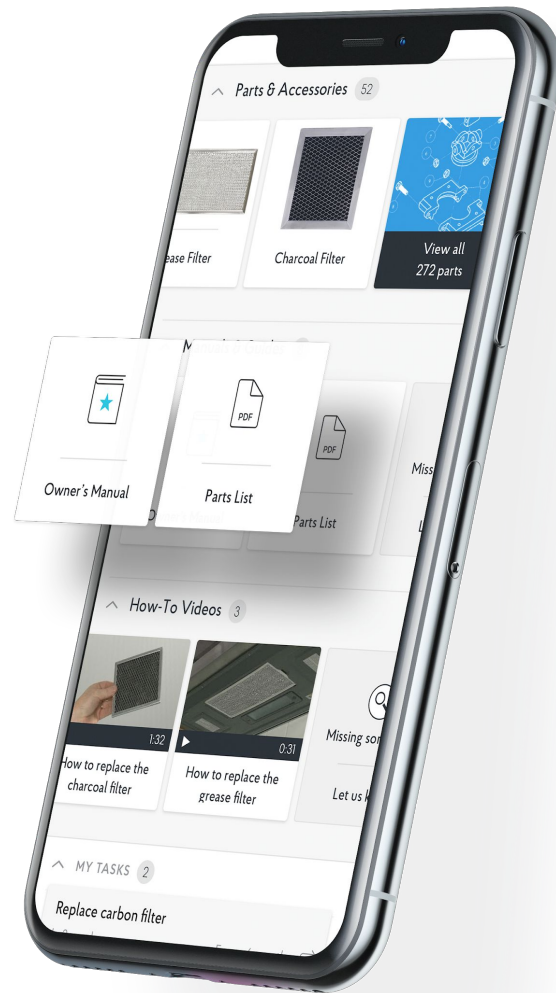


After the product is recognized, Centriq goes beyond checking for recalls.



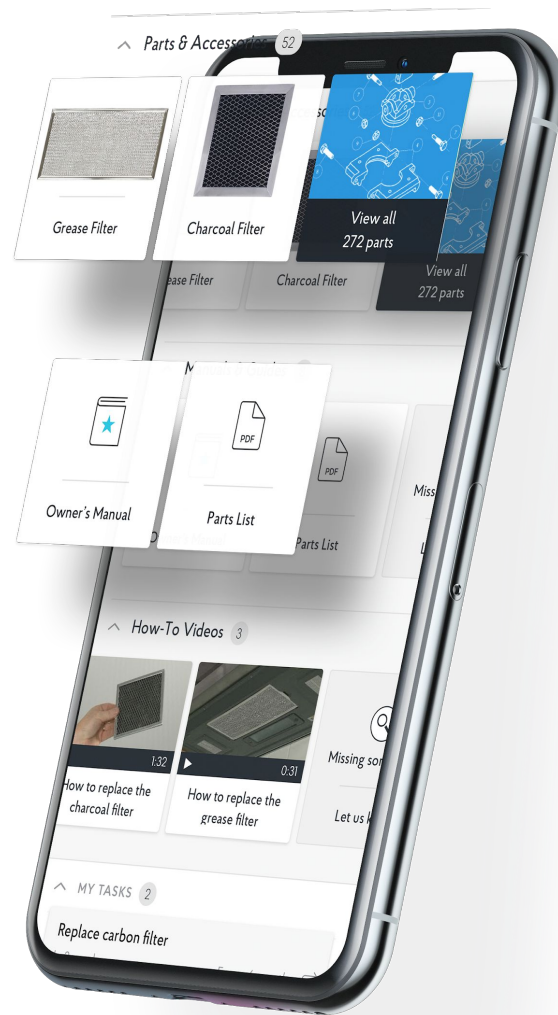


Centriq comes with an app which you hand over to your customer and the app provides product manuals or other documentation that would have been in the box when the product was purchased.



The also provides links to advanced parts for products.

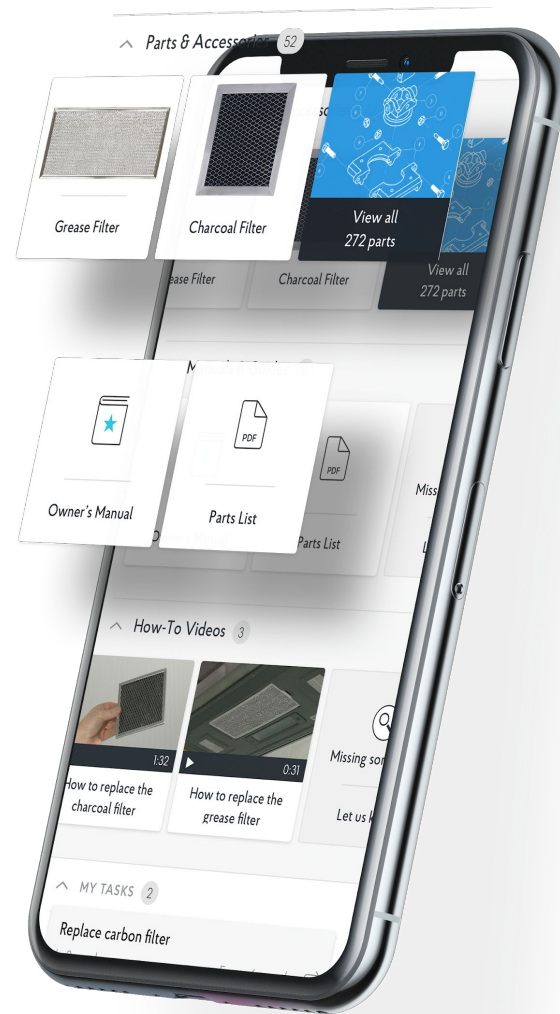
Important replacement parts for new homeowners include replacement filters for refrigerators and air conditioners, but the app also provides other parts such as drawers and shelves, replacement dishwasher baskets, and so on.



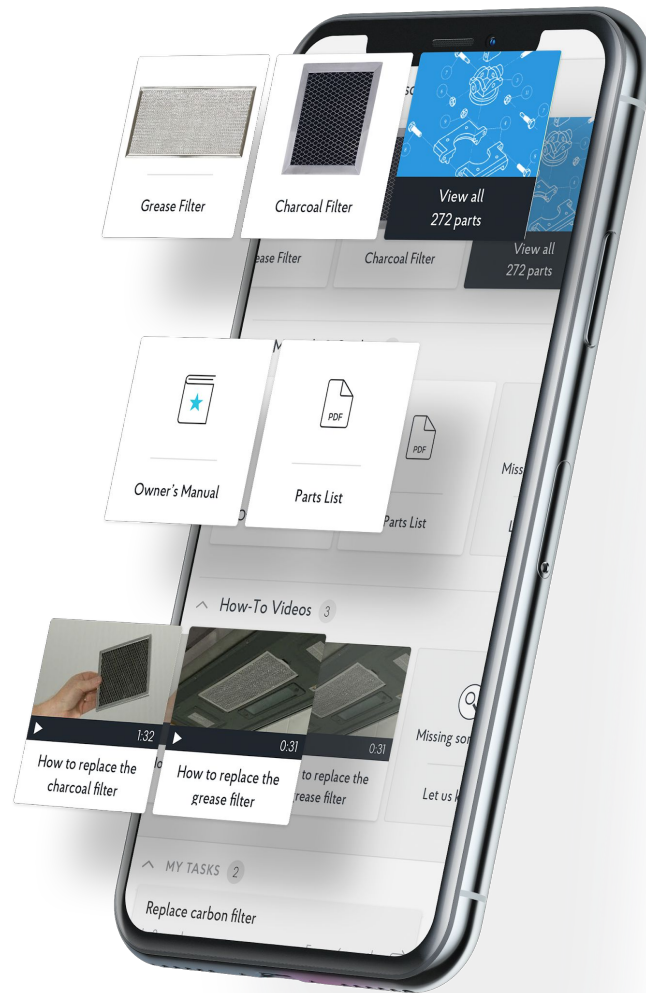


Centriq has a partnership with a parts supplier that is focused on service technicians so we have those advanced parts available through the app for the general consumer or DIYer.

These are parts that are sometimes not even available at the hardware store.



Next, the app tells the user
HOW TO troubleshoot, fix and
maintain the items using how
to videos.

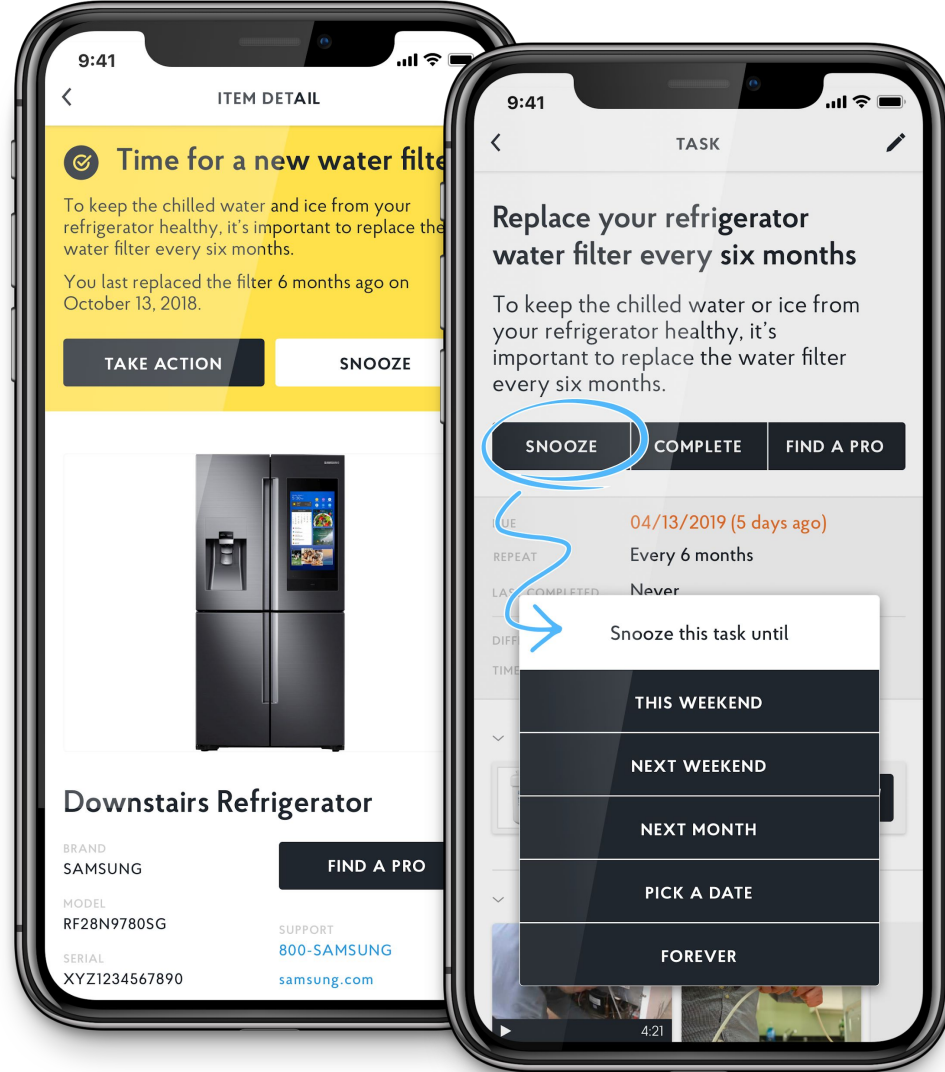




4,000,000 Parts + Supplies
450,000 + Products
325,000+ How-to Videos
400,000 + Manuals
12,000 + Brands
And Counting..

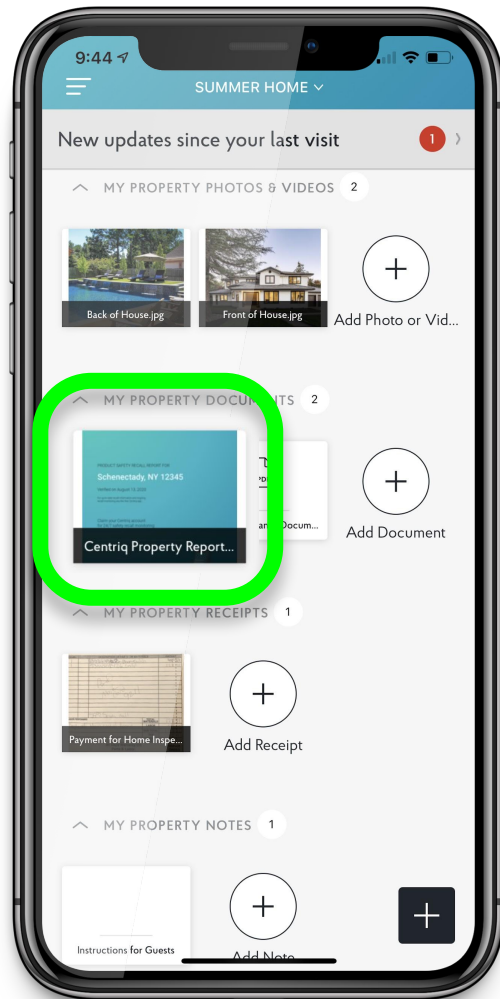
The Centriq database includes nearly half a million products, and if a product is not already in the database when the product is added, our system goes out to find the information to add it. This works for new and old products. If it has an internet presence, Centriq can add it.

Users can create reminders and maintenance tasks, and Centriq adds default reminders for tasks such as replacing the refrigerator filter.



Users can also add their own content.

For example, the app is a great place for clients to upload documents related to the home sale or keep track of redecorating ideas and materials or the new appliances that they be ordering prior to moving in.



Recall notifications appear in the app

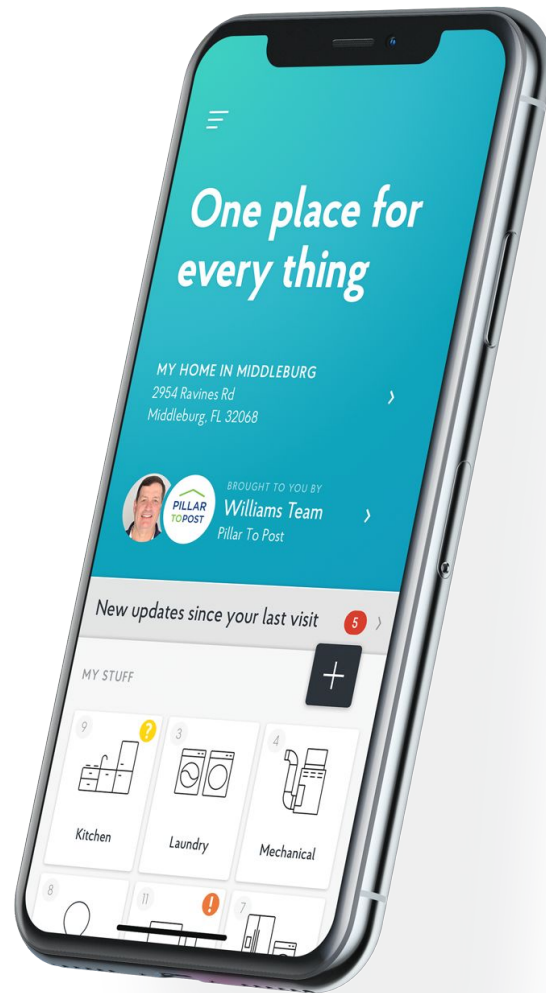
If your client accepts the Centriq account, the Centriq property recall report is included as a document attachment inside the account. It is also delivered as a PDF via a separate email if they decide not to accept the Centriq account.

Any recalled items are also flagged inside the app with links to take action.



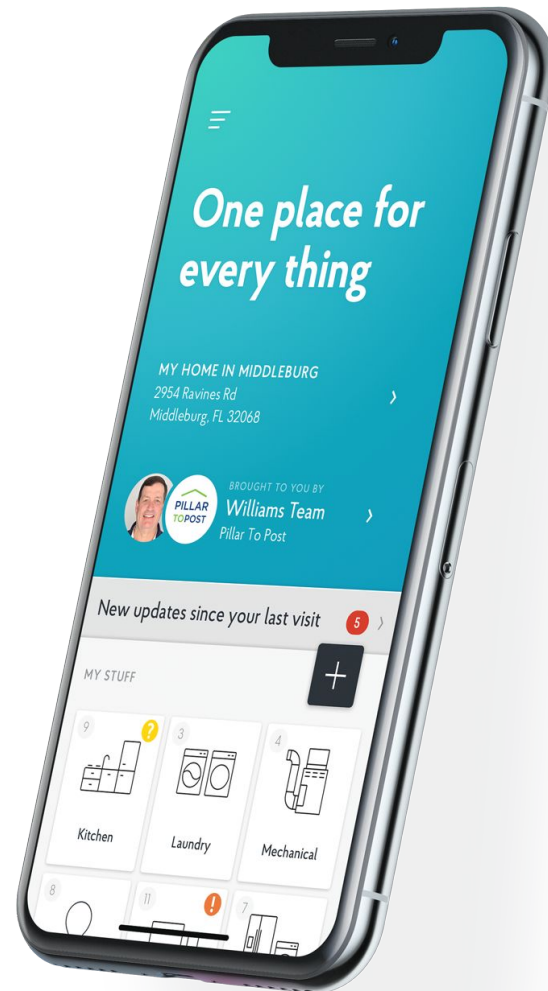
Centriq is much more than recall monitoring

- Digital user guide for the home
- Start their home inventory
- \$59.95/year value - Given to the client at no cost to them for the first year



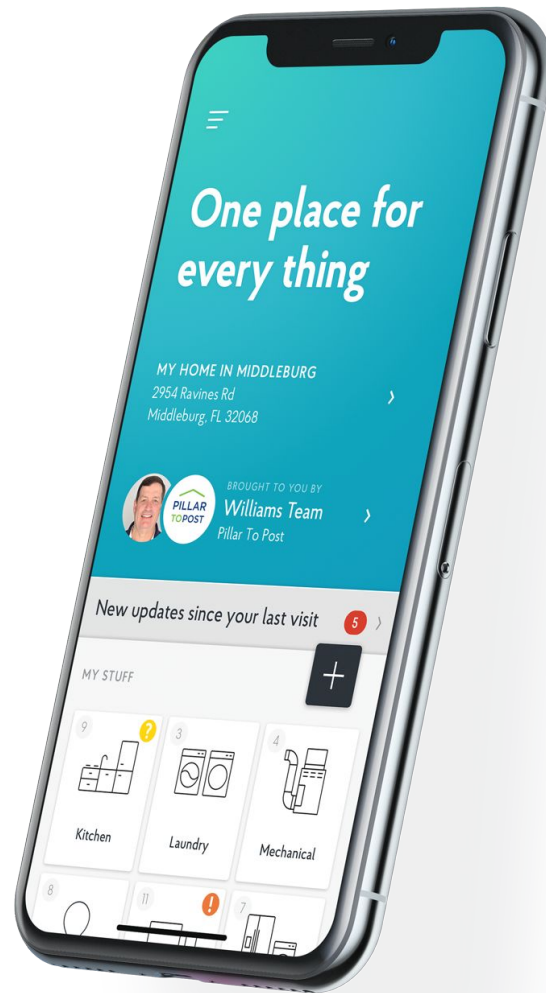
FAQ: How much does the report cost inspectors?

A: \$8.95 per report.



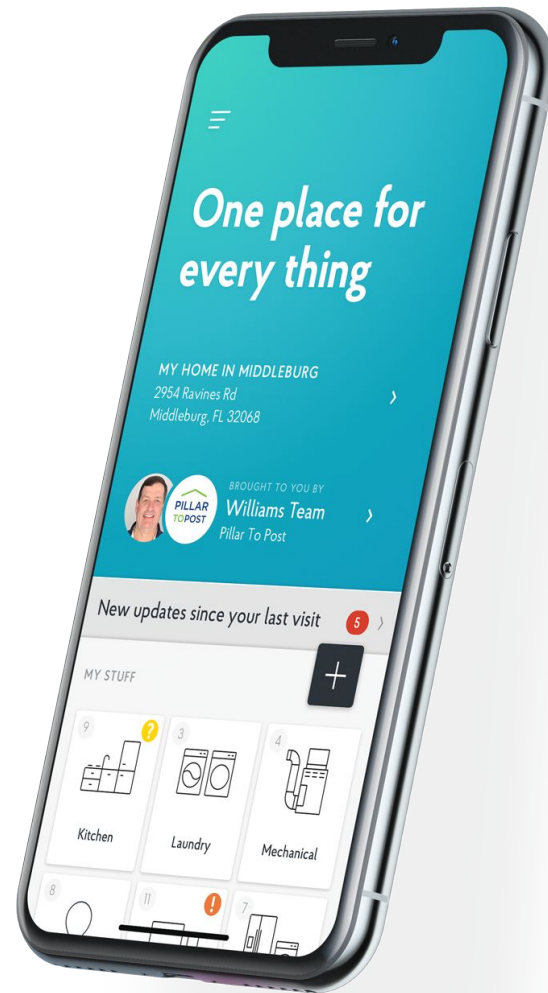
Your client keeps the app long after the home sale

- No hassles to renew or cancel!!
- If they choose not to renew, they keep what is in the app, they just get limited by features



If the client adopts the app

- They can add more items
- Continuous recall monitoring added for any additional items in the app



Benefit to You

CENTRIQ UPDATE



BROUGHT TO YOU BY
Williams Team
Pillar To Post

Here is what's new for
My Home in Rancho Cucamonga.

NEWLY ADDED



BRAND
GE PROFILE
MODEL
PFE28PELDS

OPEN IN CENTRIQ



Owner's Manual &
Installation Instructions



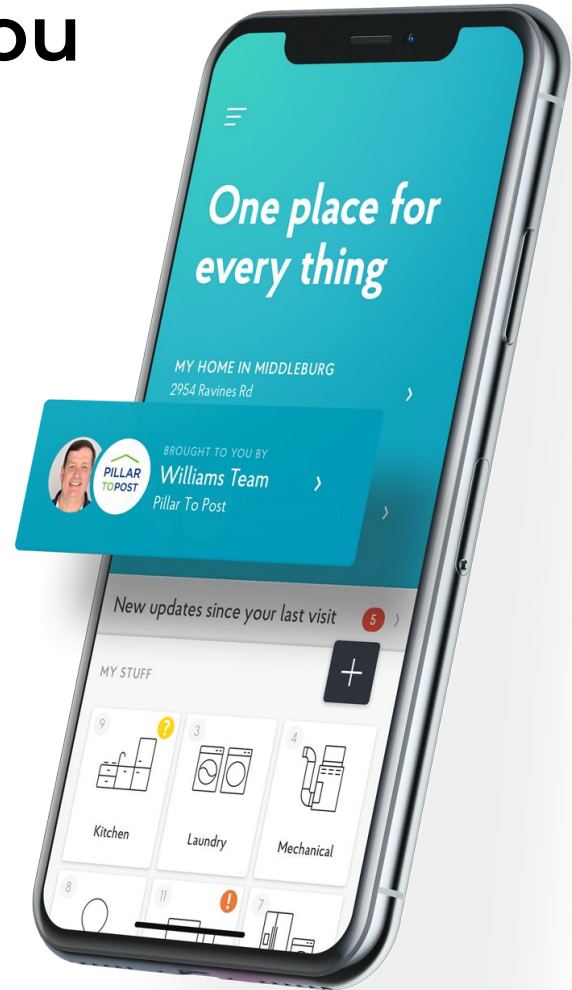
Troubleshooting Guide



Specification Sheet

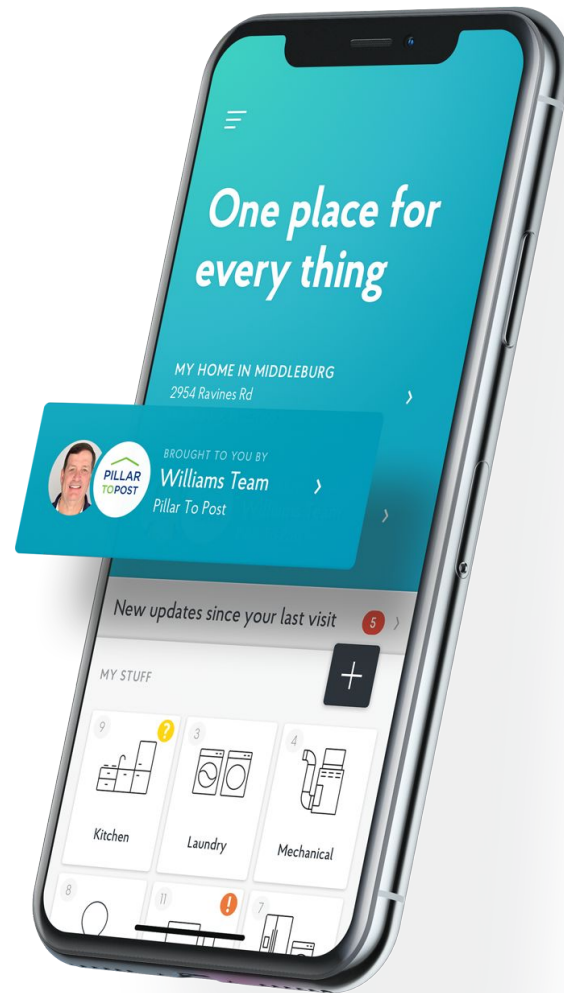


Video: How to replace the
water filter





The nice part about the app for your business, in addition to creating more value for an upgrade, is that it comes with your brand which is displayed on the home screen and in any communications sent from Centriq.







Your client receives email if:

- there is a recall notification
- there are any new items added in the app
- when item information is updated in the app
- when they maintenance reminders that are due

All of these communications display your brand.

Note - we do not use or sell your client's email for marketing purposes.

CENTRIQ UPDATE




BROUGHT TO YOU BY

Williams Team

Pillar To Post

Here is what's new for
My Home in Rancho Cucamonga.

NEWLY ADDED




BRAND

GE PROFILE


MODEL

PFE28PELDS


OPEN IN CENTRIQ




Owner's Manual & Installation Instructions




Troubleshooting Guide




Specification Sheet



Video: How to replace the water filter



Part: Water Filter

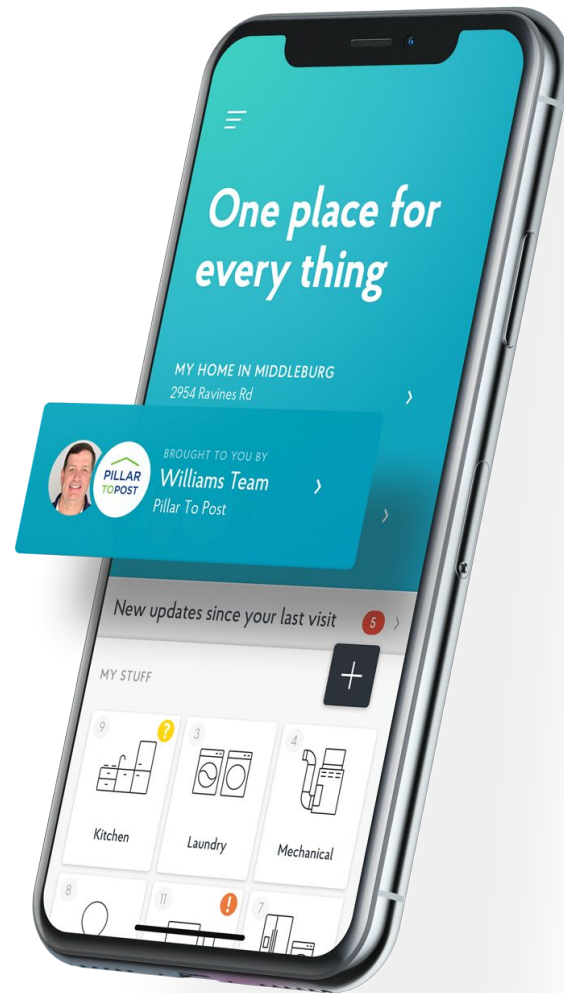


Did we not get it right? Tell us.

Simply reply to this email and a real human will help make it right

Stand Out

Pillar to Post is currently the only Home Inspection company using Centriq and offering these features. So it helps you to **stand out against your competition.**

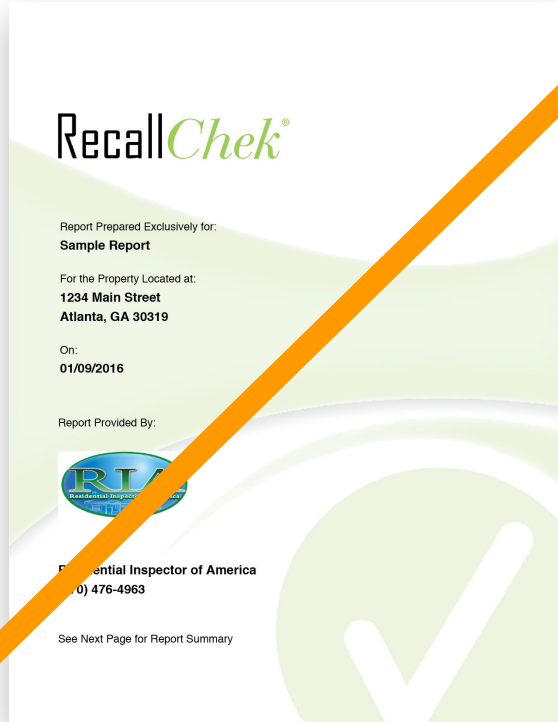



No items = No report

You can transfer a free Centriq account with no items to **gift Centriq** and stay top of mind with potential future clients.


You are billed for reports, not for transfers.

Property Report Overview





Mike Williams Team
seduvalcounty.pillartopost.com

POWERED BY  CENTRIQ


PRODUCT SAFETY RECALL REPORT FOR

Melinda Friedland
99 West Shore Rd.
Belvedere, CA 94920


Verified on May 4, 2020

For up-to-date recall information and ongoing recall monitoring see the free Centriq app.

The recipient name and address, as well as the sponsor information and logo on this example report are fictitious and used only to illustrate the appearance of a real report. Any resemblance to actual located or persons, living or dead, is entirely coincidental.
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Download on the App Store
GET IT ON Google Play




CENTRIQ

Access your complete home manual in the free Centriq app

The Centriq Property Recall Report
was specifically designed with the
Pillar to Post clients in mind



Mike Williams Team
seduvalcounty.pillartopost.com

POWERED BY  CENTRIQ


PRODUCT SAFETY RECALL REPORT FOR


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 CENTRIQ

Access your complete home
manual in the free Centriq app


Mike Williams Team
 seduvalcounty.pillartopost.com


 99 West Shore Rd.
 Belvedere, CA 94920

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This home is Certified Recall Free.*

We certify that we did not find a match to any of the recalls published by the U.S. Consumer Product Safety Commission.

APPLIANCES

 REFRIGERATOR
✓

 RANGE
✓

 MICROWAVE
✓

 DISHWASHER
✓

HEATING, COOLING & VENTILATION

 WATER HEATER
✓

 THERMOSTAT
✓

 FURNACE
✓

 AIR CONDITIONER
✓

OTHER

 SPRINKLER TIMER
✓


 PAINT
✗


 PAINT
✗


 GARAGE DOOR OPENER
✗

LEGEND

| | | |
|---|-------------|---|
| ✓ | RECALL FREE | We have not found any recalls for this product in the U.S. Consumer Products Safety Commission database. |
| ✗ | NOT ENTERED | This product was not entered into the report. You can add it at any time. |
| ✗ | NOT TRACKED | This type of product is not reported by the U.S. Consumer Products Safety Commission and cannot be verified if the product has been recalled. |


Mike Williams Team
 seduvalcounty.pillartopost.com


 99 West Shore Rd.
 Belvedere, CA 94920

POWERED BY  CENTRIQ



This home may have recalled items

For your safety and those around you, please review this document with care and take immediate action to confirm and resolve any recalls.

APPLIANCES

 WASHER
!

 DRYER
✓

 REFRIGERATOR
✓

 RANGE
✓

 MICROWAVE
✓

 DISHWASHER
✓

 WINE FRIDGE
✓

 GARBAGE DISPOSAL
✓

 VENTHOOD
✗

HEATING, COOLING & VENTILATION

 WATER HEATER
!

 THERMOSTAT
✓

 FURNACE
✓

 AIR CONDITIONER
✓

 WHOLE HOUSE FAN
✗

OTHER

Clear indication when a home has recalled items.

Item Details

The "expected useful life remaining" shown below for some items is what we estimate to be typical for most products of its kind and is provided as a guideline only. This may vary depending on use, maintenance, repairs, and other circumstances. A recall may also significantly impact this life expectancy, depending on the severity of the recall.



Samsung Washer

MODEL
WA45H7200AW/A2
SERIAL NUMBER
0BHG5AUF02064L

 THIS ITEM MAY BE RECALLED
SEE DETAILS ON A LATER PAGE

MANUFACTURING DATE
DEC 2014

APPROXIMATE AGE
 5 YEARS, 5 MONTHS OLD

TYPICAL MANUFACTURER WARRANTY
 1 YEAR (EXPIRED)

EXPECTED USEFUL LIFE REMAINING
7 YEARS OF USE LEFT IF REPAIRED



ACCESS ADDITIONAL
INFORMATION IN THE
CENTRIQ APP



3 HOW-TO VIDEOS



4 MANUALS & DOCUMENTS



273 PARTS & ACCESSORIES



Samsung Dryer

MODEL
DV45H7200EW/AC
SERIAL NUMBER
0AHK5BBGC01198V

 NO SAFETY RECALLS FOUND

MANUFACTURING DATE
DEC 2015

APPROXIMATE AGE
 4 YEARS, 5 MONTHS OLD

TYPICAL MANUFACTURER WARRANTY
 1 YEAR (EXPIRED)



ACCESS ADDITIONAL
INFORMATION IN THE
CENTRIQ APP



1 HOW-TO VIDEOS



2 MANUALS & DOCUMENTS



235 PARTS & ACCESSORIES

More detail about each item.

Recalled Items



Samsung Washer

MODEL
WA45H7200AW/A2
SERIAL NUMBER
0BHGS5AUF02064L
MANUFACTURING DATE
DEC 2014

 1 RECALL MAY APPLY

Samsung Recalls Top-Load Washing Machines Due to Risk of Impact Injuries

HAZARD

The washing machine top can detach unexpectedly from the washing machine chassis during use, posing a risk of injury from impact.

DESCRIPTION

This recall involves 34 models of Samsung top-load washing machines. The washing machines have mid-controls or rear-controls. Model numbers and serial information can be found on two labels affixed to the back of the machine. The following model numbers are included in the recall depending on the serial number. Consumers should check with Samsung to see if their washer is recalled. [...]

Some information from this recall description has been omitted here. For the full description and other details please visit the [U.S. Consumer Products Safety Commission website](#) (link on the right).

INCIDENTS AND INJURIES

Samsung has received 733 reports of washing machines experiencing excessive vibration or the top detaching from the

RECALL DATE

November 4, 2016

AFFECTED UNITS

About 2.8 million

RECALL CONTACT INFORMATION

Call Samsung toll-free at 866-264-5636 Monday through Friday from 9 a.m. to 6 p.m. ET, or online at www.Samsung.com and click on the recall notice at the top of the page for more information.



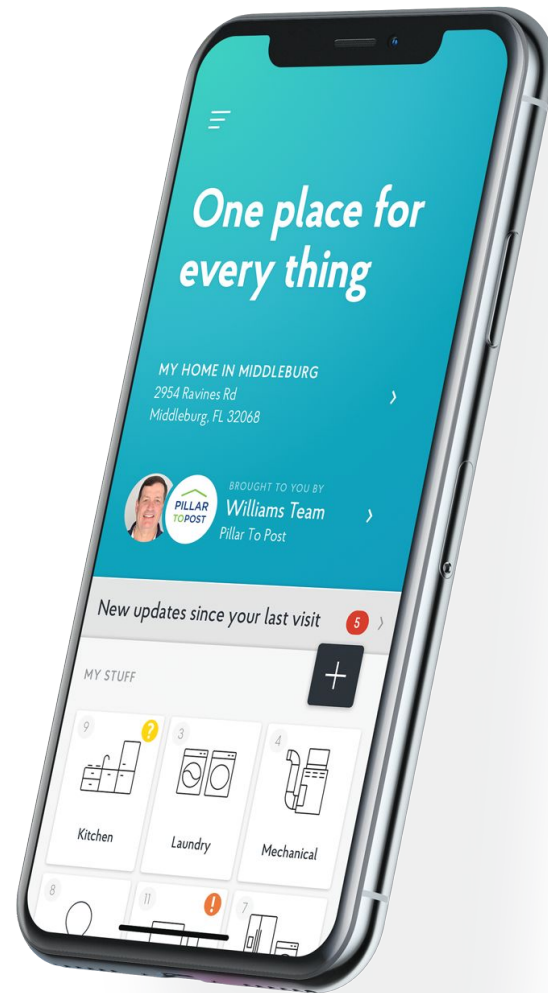
More information about this recall is available at the U.S. Consumer Products

More detail about the recall.

home repair that includes reinforcement of the washer's top and a free one-year extension of the manufacturer's warranty; (2) a [...]

Summary

- You add product labels showing at least the model number
- Centriq checks for recalls, creates a digital user guide, and starts your client's home inventory.
- You bring more value to your clients, upsell more inspections, and bring in more revenue!



Please move on to the next guide:
“The Centriq Workflow”



Thank you!!!

Contact Us any time
(415) 967-3993

support@mycentriq.com