

## Parts Coverage Chart

### Water Heater (gas or electric)

Drain valve	Ignition module	Regulator
Flame sensor	Limit control	Relief valve
Flame spreader	Main burner	Spill switch
Fuse	Manifold	Sail switch
Gas valve	Pilot burner assembly	Thermocouple
Heating element	Power vent assembly	Thermostat
Igniter	Pressure switch	

### Range (cooktop and oven, gas or electric)

Appliance cord	Igniter	Self-cleaning elements
Door hinges	Knobs	Self-cleaning latches
Door springs	Leveling legs	Self-cleaning mechanism
Door switches	Light switches	Sensor
Fan control	Manifold	Spark modules
Fan motor	Oven burners	Thermistor
Fan switches	Pilot burner assembly	Thermocouple
Flame spreaders	Printed circuit controls	Thermostat
Fuse	Process control switches	Top burners
Gas valves	Process control timers	Touch pad controls
Gaskets and seals	Programmed cooking controls	Touch pads
Glass doors	Receptacles	Transformers
Handles	Regulator	* Does not include microwave ovens
Heating elements	Relay	
Ignition modules		

### Clothes Dryer (gas or electric)

Appliance cord	Flame sensor	Pulleys
Automatic laundry product dispensers	Flame spreader	Regulator
Bearings	Fuses	Relay
Belts	Fusible links	Rollers
Blower wheel	Gaskets and seals	Selector
Door cable	Gas valve	Sensor (moisture/dryness)
Capacitor	Handles	Shafts
Control timer	Heating element	Solenoids
Door catch	Heating element switch	Spray nozzle
Door seals	Hinges	Springs
Door switch	Igniter	Switch
Drive motor	Impellers	Thermistor
Drum baffles	Knobs	Thermocouple
Drum support and glides	Leveling legs	Thermostat
Electronic dry control boards	Limit control	Touch pads
Exhaust blower	Lint screen	Touch pad controls
	Main burner	Transformer
	Printed circuit timer control	

### Central Heating (boiler or furnace)

Aquastat	Flame electrode	Pulleys
Belts and pulleys	Flame spreader	Pump coupler
Blower bearings	Flue collector box	Relay
Blower shaft	Forced draft fan	Pressure relief valve
Blower wheels	Forced draft motor	Safety interlock switches
Boiler zone valve operators	Fuse	Sensor
Capacitors	Gas valve	Sequencer
Circuit boards	Heating element	Sight glass
Circulation pump	Igniter	Thermal fuse
Motors	Ignition control module	Thermocouple
Couplers	Inducer fan/motor assembly	Thermostat*
Flanges	Internal wiring (other than complete rewiring)	Transformer
Bearings and motor mounts	Low water cut-off	* Defective automatic setback thermostats will be replaced with comparable models used by the Company at the time of replacement. Specifications to include temperature control of up to two stages (heating and cooling) auto and continuous fan control, and programmable up to 7 days.
Condensate hose (drain line) and trap	Main burner	
Door safety switch	Manifold	
Expansion tank	Pilot burner	
Fan and/or limit controls	Pressure gauge	
Fan motor	Pressure switch	

### Air Conditioner/Air-to-Air Heat Pump

Appliance cord (window only)	Evaporator/A-Coil cleaning (if accessible without plenum disassembly)	Service valves (caps and cores only)
Bearings	Auxiliary electric resistance heater element (heat pump)	Thermostat
Belts	Minor leak repair (excludes sealed system)	Transformer
Capacitors	Pulleys	
Circuit boards	Relay	
Condensate hose	Refrigerant*	
Condenser cleaning (as necessary for operation)	Reversing valve relay (heat pump)	
Condenser fan blades		
Condenser fan motor		
Control-type switches		

### Clothes Washer

Agitator	Supply and drain hoses	Pulleys
Appliance cord	Drive block	Relays
Automatic laundry product dispenser	Drive coupler	Sequencer
Balancing devices	Drive motor	Shift levers
Belts	Fuses	Snubber and springs
Brake assembly	Gaskets	Solenoids
External clutch	Handles	Splash ring
Controls (electronic & switches)	Hinges	Temperature sensing board
Door catches	Inlet water valve	Timer
Door seals (front load only)	Knobs	Touch panels
Door switch	Leveling legs	Water pump
	Lid switch	
	Lid hinges	

### Refrigerator (excludes units located in unconditioned space or garage)

Air damper	Drain cleaning*	Relay
Appliance cord	Drain hose	Stile heater
Capacitor	Drain heater	Thermistor
Compressor overload	Electronic sensing monitoring systems	Thermostat
Condenser drain heater	Evaporator fan motor & blade	Thermostatic control
Condenser fan blades	Fuse	Dampers
Condenser fan motor	Handles	Toe kick plates
Control-type switches	Icemaker	Toe kick plate retaining clips
Defrost element	Icemaker solenoid valve	Touch pads
Defrost fan	Ice/water dispenser microswitch	Water inlet valves
Defrost thermostat	Knobs	* as necessary for operation
Defrost timer	Leveling legs & wheels	
Door closers	Light switch	Note: The Company assumes no responsibility for food spoilage.
Door hinges	Mullion defrost heater	
Door seals and gaskets		
Door shims		
Door switches		

### Dishwasher

Belts	Handles	Power cord (service cord)
Check valve	Heating element	Printed circuit controls
Chemical & detergent dispenser	Heat/moisture purge blower and motor	Racks
Damper	Hoses	Rack rollers
Door gaskets	Impellers	Sensors
Door hinges	Knobs	Spray arms
Door springs	Leveling legs	Spray tower
Door switch	Macerator	Timer/control
Drain solenoid	Motor	Touch pads
Fill valve and switch	Motor relay	Water pump
Float	Motor seals	Water seals
		Wax motor

protect  
your vital home appliances.



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Terms & Conditions

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## Enrollment

Your Minnesota Energy Resources ServiceChoice® Plan (the “Program”) coverage begins upon receipt by Minnesota Energy Resources ServiceChoice, a division of Minnesota Energy Resources (the “Company”) of your (a) verbal acceptance of these Terms and Conditions; (b) request to be enrolled in the Program; or (c) first payment for the program.

All appliances/systems are subject to inspection, at the discretion of the Company, before acceptance into the Program.

## One-Year Agreement

Coverage will extend for a period of 12 months (the “Term”), unless earlier terminated as provided herein. For your convenience and to ensure that your residence is continually covered, the Program will automatically renew on your anniversary date, for an additional 12-month period at the price, terms and conditions then in effect unless cancelled by either you or the Company.

You may transfer your enrollment in the Program (a) to another party within the Company’s service area with written consent of the Company, or (b) to your new residence within the Company’s service area. When you transfer your account, your plan anniversary date will be adjusted with your 12-month term beginning on your transfer date.

## Billing

Customers pre-pay for coverage which means you are always paying for the next month of service. When you enroll in the Program, your first month’s billing will be prorated in order to maintain standard utility billing cycles. The Company will prorate your first month’s charges according to the number of days of coverage remaining in your current utility billing cycle plus your next month’s charges. If 25 to 35 days remain in your billing cycle, you will be charged for the full month amount rather than a prorated amount.

All plan upgrades, downgrades and plan add-ons will also be prorated in the first month that the changes occur.

Final month charges are not prorated and coverage will be cancelled on the last day of your final month’s billing cycle in which the Company is advised of termination.

## Cancellation

You or the Company may cancel your enrollment in the Program by giving written notice to the other. Written notice should be sent to: Minnesota Energy Resources, PO Box 2176, Scottsbluff, NE 69363-9920.

If you request cancellation of the Program prior to your anniversary date or “Term” you will be responsible for the full retail value of any contract repairs or replacements we have completed for you, less any Program payments you have made, during the contract year. The retail value of repairs and/or replacements will be determined based on our current labor rates and parts/equipment prices.

## Past Due Accounts

If payments are missing or late, the Company may demand immediate payment of the entire amount owed. Repair services will not be scheduled or provided if your account contains a past due balance. Your enrollment in the Program may be terminated for non-payment.

## Pre-Existing Conditions

Pre-existing conditions at the time of enrollment in the Program will not be covered by the Program; however the Company will, as a condition of coverage, repair the appliance or equipment at a 10% discount from our regular repair charges in effect at the time of service.

The Company reserves the right to determine any pre-existing conditions based on the professional opinion of our employees.

## Authorized Repairs

**The Company is not liable for charges for service or parts you purchase from others.**

## Replacement Plan Coverage

If you have a Plan that includes replacement coverage, and the Company decides not to repair a covered appliance or part, the Company will replace the appliance with a new one of similar kind, quality and operating features. The decision to repair or replace will be at the sole discretion of the Company. The decision may be based on a covered part not being available, the fact that the appliance is no longer worth the cost of repair, the appliance may be unsafe to operate, or some other reason.

When replacing appliances, the Company will attempt to, but will not be obligated to, provide an exact match in features, color, type or brand. You will be advised of the specific appliance chosen to replace your existing appliance before the replacement is made. You may choose to upgrade features or change to a different model or brand of appliance, by paying the difference in retail cost and any added installation cost to the Company. The replacement will include delivery and installation of the new appliance and hauling away of the old appliance, which becomes property of the Company once replaced. The replacement value will be determined by the company not to exceed a maximum of \$4,000 for each furnace, boiler or air conditioner, and \$2,000 for all other covered appliances including water heaters. Under certain circumstances, in lieu of our providing replacement, the Company may give you the option to receive a cash reimbursement upon proof of appliance/equipment replacement by you.

## Conditions of Coverage

As a condition of coverage under the Program, you certify that all appliances, to the best of your knowledge, are reasonably clean and safely accessible, and in **good operating condition** as of the date that your coverage begins.

Appliances must meet building code and/or appliance manufacturer installation/accessibility requirements in order to be eligible for coverage under the Program.

The Program covers the cost to repair or replace covered appliances, subject to the restrictions contained in these Terms and Conditions. The Program is not intended to be an insurance policy or a substitute for an insurance policy. Should any item otherwise covered by this agreement be covered by insurance, warranties, or guarantees, including but not limited to a manufacturer’s, contractor’s, builder’s, distributor’s or an in-home warranty, we are not liable for repairs or replacements covered by such insurance warranties or guarantees. Our coverage is secondary to such insurance, warranties or guarantees.

The Program applies only to residential-grade equipment and only to the primary appliance of each type of covered appliance. Coverage for additional appliances can be obtained at an additional cost.

The Company reserves the right to select qualified contractors to fulfill its obligation under the Program.

**The Program may be subject to tax in your community or state.**

## Emergency Repair

The Company will provide same day service for repair of a furnace or boiler that serves as your primary heat source. Air conditioning is not considered an emergency repair except in the case of medical need (a medical certificate may be required). All other service will be scheduled during normal business hours based on repair workload, parts availability and weather conditions, however, such service may be scheduled during non-business hours at an additional cost to you.

## Right Not to Repair

Unless your plan includes replacement coverage, the Company reserves the right not to repair the appliance and recommend that the appliance be replaced by you, at your cost, when the total amount spent by the Program to repair your furnace, air conditioner or appliance has exceeded or would exceed 80% of its replacement cost.

## Parts Availability

The Company reserves the right to select the parts used and to restrict certain makes of appliances from eligibility under the Program due to availability of parts.

The Company may not be able to make certain repairs due to non-availability of parts from its regular parts suppliers. Non-availability can result from parts no longer being manufactured. The likelihood of parts being unavailable is greater with older appliances.

## Conditions Beyond Our Control

The Company, its agents, employees and contractors shall not be responsible for any damage, loss, injury or illness caused by delays, unavailable parts, labor difficulties, or any other conditions beyond the Company’s control. The Company’s liability is limited to the cost to repair a covered appliance, subject to other restrictions contained in these Terms and Conditions. In no event will the company be liable for special, indirect, consequential or punitive damages.

## Company Warranty

The Company warrants its work for a period of 90 days. This warranty is limited to the Company’s repair of any defective work. The Company’s liability will be limited to the actual damages sustained by the customer. In no event will the Company be liable for special, indirect, consequential or punitive damages. This is the only warranty made by the Company.

**ALL OTHER WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED.**

## Dispute Resolution

Any controversy or dispute resulting from a claims settlement under this contract shall be settled by binding arbitration conducted in Minnesota, in accordance with the existing rules of the American Arbitration Association. Any award rendered by the arbitrator(s) shall be final, binding and conclusive on all parties in all jurisdictions. The arbitrator(s) shall cause the losing party to pay the reasonable attorney’s fees and costs of the prevailing party and disbursements related to the arbitration process and any appeal thereof. Any controversy or claim must be submitted to arbitration within six (6) months (or other period required

by law) from the date in which the controversy or claim first arose and if not brought within such time (time being of the essence), the party seeking to resolve such controversy or claim shall lose all rights and remedies with respect hereto.

## What Is Not Covered in The Program

The Program does not cover appliances, parts, materials or conditions not listed herein.

The Program does not cover repairs necessitated by design deficiencies or incorrect sizing/installation of the system or appliance.

The Program does not cover upgrades or improvements of appliances such as manufacturer recalls or product updates. The Program does not cover materials, parts or labor required as a result of abuse, supply outages, power surges, water damage or any other conditions beyond the Company’s control.

Furnace and A/C inspections are not covered under every plan, however they can be added to your coverage for an additional charge.

The Program does not cover the cost of finding and/or repairing refrigerant leaks except for tightening mechanical connectors or the replacement of access valve cores or caps.

The Company reserves the right to deny coverage of appliances or systems that have missing or altered model and/or serial numbers.

The Program does not cover the installation, disconnection or cleaning of appliances or air ducts, treatment of boiler water, setting of airflow or venting radiators.

The Program does not cover removal, repair, recovering or reconstruction of walls, countertops, floors and/or ceilings or any other obstructions that impede access to the covered appliance. If repair of a covered appliance necessitates its removal from its installed position, you may be responsible for the cost of removal and re-installation.

The Program does not cover range exhaust hood’s zone air dampers, boiler zone valve bodies, condenser coils, evaporator coils, compressors, metering devices or direct components of the refrigeration sealed system, piping, radiators, boiler sections, air/ water filters, air cleaners, humidifiers, water tanks, anode rods, heat exchangers, refrigerator shelves/racks (including glass) and liners, light bulbs, trim, solar equipment, induction cooking, noise or cosmetic conditions not affecting operation of the appliance, or damage to any appliance due to sediment build-up, rust, or corrosion.

The Program does not cover venting beyond the appliance connection.

If the water heater manufacturer recommends replacement of the unit after the Flammable Vapor Ignition Resistance (FVIR) system fails, the water heater will be deemed non-repairable.

The Program does not cover Amana HTM or Glo-Core furnaces, gas air conditioners, tankless water heaters, combination domestic hot water/central heating systems, ductless mini-split A/C systems or geothermal heating/cooling systems.

The Company shall not be required to remove asbestos, repair or perform maintenance on appliances that may be contaminated with asbestos or other hazardous materials, or perform any service in conditions that may present a health or safety risk to the technician.