

# Parts coverage chart This agreement provides coverage only for those items listed below

## What is not covered

Examples of items/conditions not covered are not meant to be all-inclusive and are provided for illustration

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

The Program does not cover upgrades or improvements of appliances such as manufacturer recalls, product updates or manufacture recommended maintenance.

The Program does not cover materials, parts or labor required as a result of abuse, lack of maintenance, supply outages, power surges, water damage, sediment build-up rust or corrosion or any other conditions beyond the Company's control. The Program does not cover noise or cosmetic conditions not affecting operation of the appliance.

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 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 or replacement of 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 hoods 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, ceramic glass cooktops, washing machine combination tub/bearing assy, front load washing machine rear bearing assembly, steam related dryer components, refrigerator audio/video components.

The Program does not cover venting beyond the appliance connection.

The Program does not cover Amana HTM or Glo-Core furnaces, Lennox Completeheat, hybrid/heat pump water heaters, tankless water heaters, combination domestic hot water/central heating systems, gas air conditioners, ductless mini-split A/C systems or geothermal heating/cooling systems. Excludes HVAC equipment installed in the attic, or HVAC ducted package equipment installed outside the perimeter of the home.

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.

## Water heater (gas or electric)

Burner screen	Igniter	Pressure switch
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

## Range, both cooktop and oven (gas or electric)\*

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

## Clothes dryer (gas or electric)

Appliance power cord	Fuses	Regulator
Bearings	Fusible links	Relay
Belts	Gaskets and seals	Rollers
Blower wheel	Gas valve	Selector
Door cable	Handles	Sensor (moisture/dryness)
Capacitor	Heating element	Shafts
Control timer	Heating element switch	Solenoids
Door catch	Hinges	Spray nozzle
Door seals	Igniter	Springs
Door switch	Impellers	Switch
Drive motor	Knobs	Thermistor
Drum baffles	Leveling legs	Thermocouple
Drum support and glides	Limit control	Thermostat
Electronic dry control boards	Lint screen	Touch pads
Exhaust blower	Main burner	Touch pad controls
Flame sensor	Printed circuit timer control	Transformer
Flame spreader	Pulleys	Exposed vent cleaning (up to 8 feet - if needed)

## Central heating (hot water boiler or forced air furnace)

Aquastat	Flue collector box	Pressure relief valve
Belts and pulleys	Forced draft fan	Safety interlock switches
Blower bearings	Forced draft motor	Sensor
Blower shaft	Fuse	Sequencer
Blower wheels	Gas valve	Sight glass
Boiler zone valve operators	Heating element	Thermal fuse
Capacitors	Igniter	Thermocouple
Circuit boards	Ignition control module	Thermostat*
Circulation pump, motors, couplers, flanges, bearings and motor mounts	Inducer fan/motor assembly	Transformer
Condensate hose (drain line) and trap	Low water cut-off	<i>* 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. Exact replacements will be provided when requested by the customer with any additional cost paid by the customer.</i>
Door safety switch	Main burner	
Expansion tank	Manifold	
Fan and/or limit controls	Pilot burner	
Fan motor	Pressure gauge	
Flame electrode	Pressure switch	
Flame spreader	Pulleys	
	Relay	

## Air conditioner/air-to-air heat pump

Appliance cord (window only)	Condenser cleaning (as necessary for operation)	Evaporator/a-coil cleaning (if accessible without plenum disassembly)
Bearings	Condenser fan blades	Auxiliary electric resistance heater element (heat pump)
Belts	Condenser fan motor	Minor leak repair (excludes sealed system)
Capacitors	Control-type switches	
Circuit boards		
Condensate hose		

Pulleys  
Relay  
Refrigerant\*  
Reversing valve relay (heat pump)

## Clothes washer

Agitator  
Appliance power cord  
Automatic laundry product dispenser  
Balancing devices  
Belts  
Brake assembly  
External clutch  
Controls (electronic and switches)  
Door catches  
Door seals (front load only)  
Door switch

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

Air damper  
Appliance cord  
Capacitor  
Compressor overload  
Condenser drain heater  
Condenser fan blades  
Condenser fan motor  
Control-type switches  
Defrost element  
Defrost fan  
Defrost thermostat  
Defrost timer  
Door closers  
Door hinges  
Door seals and gaskets  
Door shims

## Dishwasher

Belts  
Check valve  
Chemical and detergent dispenser, damper  
Door gaskets  
Door hinges  
Door springs  
Door switch  
Drain solenoid  
Fill valve and switch, float  
Handles  
Heating element

Service valves (caps and cores only)  
Thermostat  
Transformer

Supply and drain hoses  
Drive block  
Drive coupler  
Drive motor  
Fuses  
Gaskets  
Handles  
Hinges  
Inlet water valve  
Knobs  
Leveling legs  
Lid switch  
Lid hinges

*\* Based on our concern for the environment, the Company will limit the addition of replacement refrigerant of air conditioning systems to one time, after which the refrigerant leak must be repaired or the system replaced.*

Pulleys  
Relays  
Sequencer  
Shift levers  
Snubber and springs  
Solenoids  
Splash ring  
Temperature sensing board  
Timer  
Touch panels  
Water pump

Light switch  
Mullion defrost heater  
Relay  
Stile heater  
Thermistor  
Thermostat  
Thermostatic control, dampers  
Toe kick plates  
Toe kick plate retaining clips  
Touch pads  
Water inlet valves  
*\* as necessary for operation*

*Note:  
The Company assumes no responsibility for food spoilage.*

Racks  
Rack rollers  
Sensors  
Spray arms  
Spray tower  
Timer/control  
Touch pads  
Water pump  
Water seals  
Wax motor

Heat/moisture purge blower and motor  
Hoses  
Impellers  
Knobs  
Leveling legs  
Macerator  
Motor  
Motor relay  
Motor seals  
Power cord (service cord)  
Printed circuit controls

# Protect

your vital home appliances.



Minnesota Energy Resources ServiceChoice<sup>®</sup>  
Replacement Assistance Plan  
Terms and Conditions

[minnesotaenergyresources.com](http://minnesotaenergyresources.com)

800-889-3479

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## Eligibility

Replacement assistance plan coverage is only available to existing repair plan customers that have maintained continuous coverage on their current residence for at least 12 months.

## 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.

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

Equipment must conform to the requirements of the American National Standards Institute (ANSI), and be installed in accordance with the installation requirements of the manufacturer and/or authority having jurisdiction.

All appliances/systems are subject to inspection, at the discretion of the Company, before acceptance into the Program. Combination appliances such as combination clothes washers and dryers and combination heating and cooling appliances are considered two appliances under the conditions of the plan.

Appliances with separate model number and serial numbers which require two separate appliances serving the purpose of one appliance such as a cook top/wall oven OR column refrigerators with separate refrigerator and freezer appliances require an appliance add-on option to be covered under the plan.

## 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.

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, Attn: Credit Department, P.O. Box 19001, Green Bay, WI 54307-9001.

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 or replacement 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 20% discount from our regular repair charges in effect at the time of service. If replacement is necessary, the entire cost of replacement will be the responsibility of the customer.

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, parts or replacements you purchase from others.

## Replacement assistance plan coverage

If the Company decides not to repair a covered appliance, the Company will provide replacement assistance in accordance with the provisions of the plan. The decision to repair or provide replacement assistance 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. Once an appliance has been deemed unrepairable by the Company, the customer is responsible for selecting a vendor/contractor, ordering the appliance, scheduling delivery/installation and paying the vendor/contractor.

**Additional parts coverage:** **Furnace/boiler:** primary and/or secondary heat exchanger, **Air conditioner:** compressor, evaporator coil, condenser coil, refrigerant lines, **Water heater:** tank, dip tube, anode, **Clothes washer:** agitator, transmission, inner and outer tub, combination tub/ bearing assembly, **Dryer:** drum, **Range:** ceramic glass cooktop, door glass, **Refrigerator:** compressor, replaceable evaporator coil

**Combination appliances:** When only one appliance of a combination appliance (combo stacked washer/dryer) requires replacement, we will only provide the replacement assistance dollar value of the unit that needs to be replaced with the customer responsible for the remainder.

The replacement assistance plan will provide partial reimbursement for covered appliances should the company determine the appliance is unrepairable. Charges for delivery, installation, tax, removal and disposal are your responsibility. The reimbursement amount will be determined based on the following table and will not exceed the actual amount paid for the appliance:

Appliance	Replacement assistance
Furnace	\$1,800
Range	\$750
Water heater	\$900
Clothes dryer	\$500
Boiler	\$2,000
Air conditioner/Heat pump	\$1,800
Refrigerator	\$750
Clothes Washer	\$500
Dishwasher	\$500

Appliances must be brand new and purchased by you. Used appliances, scratch and dent appliances and/or refurbished appliances are not eligible for replacement assistance. Appliances

replaced under warranty are not eligible for replacement assistance. The replacement assistance value shall not exceed the price paid for the appliance to be replaced.

## HVAC and water heaters

Must be replaced by a licensed contractor to be eligible for replacement assistance. These include: furnaces, boilers, air conditioners, heat pumps and water heaters.

To be eligible for future service under the ServiceChoice appliance protection plan, replaced appliances must conform to the requirements of the American National Standards Institute (ANSI), and be installed in accordance with the installation requirement of the manufacturer and/or authority having jurisdiction.

To apply for reimbursement please submit a detailed receipt or invoice showing the purchase date, appliance make, model, serial number, appliance cost, vendor name, address and telephone number of the appliance vendor.

Send documentation via email to:

[goldplan@minnesotaenergyresources.com](mailto:goldplan@minnesotaenergyresources.com)

OR mail to:

**ServiceChoice Gold Plan  
Minnesota Energy Resources  
2685 145th Street West  
Rosemount, MN 55068**

Requests for reimbursement must be emailed or postmarked within 90 days of the appliance being deemed unrepairable. Requests for reimbursement after 90 days will not be considered for reimbursement under the plan. Upon receipt of the above documentation by Minnesota Energy Resources, payment will be made per the reimbursement table. Please allow up to 6 weeks for processing. Reimbursement amounts under the plan may be adjusted if account is past due.

Appliances deemed unrepairable under the plan are ineligible for future appliance protection coverage under any of the Company plan offerings.

A functioning refrigerator with an unrepairable ice maker or water dispenser does not qualify a refrigerator for reimbursement under the plan.

Air conditioner reimbursement under the plan requires replacement of both the condenser and A-coil.

Local building code requirements that necessitate changes to electrical service, appliance venting or increasing combustion air volumes as a result of equipment replacement will be the customer's responsibility.

## 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, safely accessible, and in good operating condition on the date that your coverage begins.

The Program covers the cost to repair or provide replacement assistance for your 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', contractors builder', distributor' 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 service

The Company will provide emergency "no-heat" repair service within 24 hours for your 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.

## 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.