

Parts coverage chart

This agreement provides coverage only for those items listed below

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	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	Touch pads
Glass doors	controls	Transformers
Handles	Receptacles	<i>* Does not include microwave ovens</i>
Heating elements	Regulator	
Ignition modules	Relay	

Clothes dryer (gas or electric)

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

Central heating (hot water boiler or forced air furnace)

Aquastat	Forced draft motor	Sequencer
Belts and pulleys	Fuse	Sight glass
Blower bearings	Gas valve	Thermal fuse
Blower shaft	Heating element	Thermocouple
Blower wheels	Igniter	Thermostat*
Boiler zone valve operators	Ignition control module	Transformer
Capacitors	Inducer fan/motor assembly	<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>
Circuit boards	Internal wiring (other than complete rewiring)	
Circulation pump, motors, couplers, flanges, bearings and motor mounts	Low water cut-off	
Condensate hose (drain line) and trap	Main burner	
Door safety switch	Manifold	
Expansion tank	Pilot burner	
Fan and/or limit controls	Pilot burner	
Fan motor	Pressure gauge	
Flame electrode	Pressure switch	
Flame spreader	Pulleys	
Flue collector box	Pump coupler	
Forced draft fan	Relay	
	Pressure relief valve	
	Safety interlock switches	
	Sensor	

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	<i>* 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.</i>
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 power 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 and 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 and blade	Thermostatic control, dampers
Condenser fan blades	Fuse	Toe kick plates
Condenser fan motor	Handles	Toe kick plate retaining clips
Control-type switches	Icemaker	Touch pads
Defrost element	Icemaker solenoid valve	Water inlet valves
Defrost fan	Ice/water dispenser micro-switch	<i>* as necessary for operation</i>
Defrost thermostat	Knobs	<i>Note: The Company assumes no responsibility for food spoilage.</i>
Door closers	Leveling legs and wheels	
Door hinges	Light switch	
Door seals and gaskets	Mullion defrost heater	
Door shims		
Door switches		

Dishwasher

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

Protect

your vital home appliances.



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800-889-3479

Minnesota Energy Resources ServiceChoice®

Replacement Plan

Terms and Conditions

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Eligibility

Replacement 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.

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 plan coverage

If 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.

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 dollar value of the unit that needs to be replaced with the customer responsible for the remainder.

When replacing appliances, the Company will attempt to, but will not be obligated to provide an exact replacement 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 in features or change to a different model or brand of appliance by paying any difference in product and/or 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 the property of the Company once replaced. The replacement value will be determined by the Company not to exceed a maximum of \$5,000 for each furnace, boiler or air conditioner, \$2,750 for water heaters, \$3,000 for refrigerators and \$2,000 each for all other covered appliances. 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.

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 replace 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. We will expedite emergency "no-heat" furnace or boiler replacements where repair is not an option. 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.

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.