

CHAMP™

A PROGRAM BY SERVICECARE
HOME APPLIANCE REPAIR PROGRAM

Appliance/ HVAC Protection

PROGRAM

*Eliminate cost and stress
with 24-hour
total protection.*

PALMETTO
ELECTRIC COOPERATIVE INC.
Your Touchstone Energy® Partner

One Cooperative Way
Hardeeville, South Carolina 29927

PLACE
STAMP
HERE

Detach
&
Mail
TODAY!

Palmetto Electric Cooperative, Inc.

Your Touchstone Energy® Partner

*It just makes sense: an unexpected service call can cost you hundreds of dollars. A planned call to activate your **CHAMP™** Appliance/HVAC Protection can save you even more!*

Basic Appliance Package \$10.95 per month

Covers Repair of:

- Clothes Washer
- Gas/Electric Clothes Dryer
- Gas/Electric Range
- Gas/Electric Water Heater
- Refrigerator

Heating/Cooling Package \$14.95 per month per unit

Covers:

- Gas or Electric Central Home Heating
- Electric Central Air Conditioning or Heat Pump

This package is \$14.95 per unit per month. If the Basic Appliance Package is added, the Heating/Cooling Package is \$10.95 per unit per month.

Deluxe Package \$21.90 per month

Includes:

- Basic Appliance Package
- First Heating/Cooling Unit

Additional Appliances \$2.95 each per month

- Dishwasher
- Garbage Disposal
- Microwave
- Freezer
- Gas Logs
- Refrigerator Ice Maker

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1-800-223-5317

If You Have Any Questions Concerning The CHAMP Program Contact Your Cooperative Office.

HAMPTON: 803-943-2211
NEW RIVER: 843-208-5551
or toll free: 1-800-922-5551

HILTON HEAD: 843-681-5551
RIDGELAND: 843-726-5551
www.palmetto.coop

The Touchstone Energy® symbol is your assurance that we're a community-minded electric cooperative providing high standards of service to customers large and small.

PALMETTO
ELECTRIC COOPERATIVE INC.

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One Cooperative Way • Hardeeville, SC 29927

08-10-1M

Benefits Of Membership.

As a member of the finest household appliance coverage program money can buy, CHAMP™ relieves you from expensive repair bills, delays in getting service, and the frustration of having to do the work yourself. Upon enrollment and a 15-day waiting period, your household appliances and heating and air units will be in good hands with our skilled, experienced technicians.

Service Commitment.

CHAMP, a Palmetto Electric Cooperative program, is committed to be responsive to its members. We provide dependable priority service and expert repairs on every covered appliance, on every call. And you will never be charged more than \$10 for any appliance service call or \$25 for any heating/cooling service call. We also include a \$10 on-time appointment guarantee. CHAMP stands behind this guarantee and we will always do our best to assure your complete satisfaction.

Rebate Program.

Our Rebate Program gives you a credit on your Palmetto Electric Cooperative bill, up to \$150, toward the purchase of a new unit in the event the cost to repair the covered unit exceeds its value.

Hot Line!

Remember you have 24 hours a day, seven days a week, toll-free access to the CHAMP Welcome Center. Dial 1-800-223-5317 for prompt attention to your needs.

There for You.

CHAMP offers the peace of mind that traditional appliance protection plans can't. Appointments are always made at your convenience, not ours. Plus, it couldn't be easier to sign up. Just fill out the attached card and mail it in or give us a call at 1-800-223-5317. You pay no money now, and are never charged more than \$10 if your appliance requires our service or \$25 if your heating/cooling system requires our service.

CHAMP, a ServiceCare® program, has been providing members with money-saving advantages since 1994 in the belief that they deserve "something more" than they expect.

Basic Appliance Package \$10.95/Month

Clothes Washer
 Agitator
 Agitator Drive Block
 Belts
 Boot
 Capacitor
 Circulating Motor
 Circulating Pump
 Control Magnet
 Door Switch
 Drive Motors
 Electrical Switches
 Electrical Control System
 Fill Hose
 Fuse
 Internal Hoses
 Lid Switch
 Mixing Valve
 Pressure Control
 Pulleys
 Pump Assembly
 Pump Gaskets
 Relay
 Spin Drive Block
 Temperature Selector Switch
 Timer
 Timer Knob
 Transformer
 Water Level Valve

Door Gaskets
 Door Switch
 Drum Felt
 Drum Slides
 Fan Bearing
 Fan Blade
 Fuse
 Limit Control
 Lint Filters
 Motor
 Pulleys
 Rollers
 Selector Switch
 Start Switch
 Thermostat
 Tub Bearings

Refrigerator
 Air Flow System
 Capacitor
 Condenser Fan Blade
 Defrost Heater
 Defrost Thermostat
 Defrost Timer
 Door Switch
 Drain Blockage
 Drain Heater
 Evaporator Fan Blade
 Evaporator Fan Motor
 Fan Bearings
 Fan Control
 Light Switch
 Overload Relays
 Start Relay
 Thermostat
(repairs on compressors for refrigerators, or leak checks are not covered)

Range
(includes both counter-top and oven)

Electric
 Bake/Broil Relay
 Heater Element
 Heater Element Switch

Surface Element
 Receptacles

Gas
 All Burners
 Flame Sensor
 Gas Valve
 Igniter

Igniter Switches
 Pilot
 Regulator
 Thermocouple
General Items
 Door Springs
 Fuse
 Gaskets
 Seals
 Selector Switch
 Surface Element Receptacles
 Thermostat
 Transformer

Your CHAMP plan covers the indicated parts on the appliances and heating and cooling systems listed in this brochure.

Additional Appliances \$2.95 Each/Month

Dishwasher
 Belts
 Bimetal Trigger
 Circulating Motor
 Circulating Pump
 Door Baffle
 Door Gaskets
 Door Latch
 Door Spring
 Door Switch
 Drain Valve
 Electric Switches
 Fan Control
 Fan Motor
 Fill Valves
 Fuse
 Heater Element
 Limit Control
 Pulleys
 Relay
 Soap Dispenser
 Spray Arm
 Spray Support
 Thermostat
 Timers
 Transformer
 Tub Seals
 Water Level Switch

Freezer
 Air Flow System
 Capacitor
 Condenser Fan Blade
 Condenser Fan Motor
 Defrost Heater
 Defrost Thermostat
 Defrost Timer
 Door Switch
 Drain Blockage
 Drain Heater
 Evaporator Fan Blade
 Evaporator Fan Motor
 Fan Bearings
 Fan Control
 Light Switch
 Overload Relays
 Start Relay
 Thermostat

Microwave
 Blower Wheel
 Blower Motor
 Capacitor
 Diode
 Door Handle
 Door Hinges
 Door Monitor
 Switches
 Fluorescent Lamp Ballast
 Food Carousel (if original equipment)
 Fuses (internal)
 Magnetron
 Relays
 Selector Switch
 Stirrer Antenna, Antenna Belt, Motor
 Thermostats
 Timer
 Touch Control Panel
 Transformer
 Waveguide
 Wiring harness

Garbage Disposal
 Clearing of Obstacles
 Reset Overload

Gas Logs
 Fan Motor
 Gas Valve
 ODS Valve
 Regulator
 Thermocouple
 Thermostat

Refrigerator Ice Maker
 Cams
 Gear
 Drive Motor
 Microswitches
 Mold & Heater Assembly
 Shut-off Arm
 Water Inlet Valve

Heating/Cooling Package \$14.95/Unit/Month
\$10.95/Unit/Month with the Basic Appliance Package

Specific Coverages
 Air Movement Sensors/ Alarms (unless not part of original system)
 Belts and Pulleys
 Blower Wheels (squirrel cages)
 Burner Assembly
 Check Valve
 Condenser Fan Motor
 Contactor Assembly
 Control Unit
 Electronic Elements
 Fan Safety Switch, Fan Blades, Hub Assembly
 Moisture Dryer
 Motor, Evacuation and Fan
 Pilot Assembly

Refrigerant (one Freon charge per life of unit)
 Refrigerant Lines/Tubing (high & low pressure) in package unit only
 Relays
 Run Capacitor
 Safety Valve
 Solid State Circuitry
 Start Capacitor
 Step Down Transformer
 Switches
 Thermal Overload Protector
 Thermocouple
 Thermostat or Heat Control
 Wall Thermostat (\$100 cap)
 Wiring Harness (internal)

Wiring, AC Cord/Power Cord (excludes direct wiring)
 Wiring, Low Voltage

Compressors
 Condenser Coil
 Evaporator Coil
 Heat Exchanger
 Reversing Valve (switchover valve)
 TXV (thermostat expansion valve)

Coverage only exists for labor during the manufacturer's warranty. After the manufacturer's warranty has expired, these are "not covered" items. Customer must provide proof of warranty. Leak checks are not covered.

Terms and Conditions:

- This contract applies to one single family residence per agreement.
 - Upon enrollment and a 15-day waiting period, you are provided covered service for one year, which is payable in 12 equal monthly installments. If you are a customer of Palmetto Electric Cooperative, Inc., it will be included with your Palmetto Electric Cooperative bill. Unless either you or CHAMP cancels the contract in writing, it is automatically renewed for the next 12 months at the renewal price then in effect.
 - You can terminate the contract during the year if: (1) you move to a different dwelling, or (2) you desire to terminate the service and, in either situation, have filed no claims for service within the preceding 12 months. If you have had service during that time, you have the option of either paying the total remaining monthly payments or any bill assumed by CHAMP, whichever is smaller. If you move into another area served by CHAMP, you may take your contract with you. Your notice of cancellation must be written to CHAMP and is effective upon receipt by CHAMP. The address is CHAMP, P.O. Box 820, Ridgeland SC 29936.
 - Appliances and other covered equipment must meet code requirement and be in full operating condition at the time program coverage begins.
 - Neither CHAMP nor its contractors shall be responsible for charges for service or parts you have others provide.
 - CHAMP reserves the right to restrict specific makes of premium equipment from eligibility due to non-availability of parts, technical support, and service providers. The choice of parts to be used is CHAMP's.
 - If CHAMP estimates the cost of a repair to be more than the value of your appliance in its current condition or if code violations exist, CHAMP may decline to make the repair. The Rebate Program gives you a credit on your Palmetto Electric Cooperative bill, up to \$150 based on the age of the unit, toward the purchase of a new unit in the event the covered appliance needs to be replaced because the cost of servicing it exceeds its value. This credit will be applied after CHAMP receives a copy of the receipt for your replacement unit. Receipts may be mailed to:

CHAMP Rebate Program	
1-5 year old unit	\$150
6-10 year old unit	\$100
11 years or more	\$50

 3680 Leeds Ave
 Charleston SC 29405
 - If payments are missed or late, CHAMP may demand immediate payment of the entire amount you owe or immediate payment of cost of all services and parts provided to you less any payments made by you to CHAMP.
 - Service request calls are taken 24 hours a day, 365 days a year. Repair services are provided Monday through Friday during normal working hours, except for emergencies, which are responded to at any time.
 - CHAMP may, at its option, use qualified local independent contractors to perform all or a portion of CHAMP covered services. Any additional or non-covered services performed at your request will be at your expense.
 - Neither CHAMP nor its contractors will be responsible for direct damages, consequential damages (indirect losses or injuries), illness or injury caused by delays, failure to service, unavailability of parts, labor difficulties, and other conditions beyond their control.
 - CHAMP reserves the right to terminate your membership and/or to refuse service as to a specific appliance in the event you are in violation of the terms hereof or abusing the CHAMP program or the condition of the appliance(s) is in violation of applicable codes.
 - You will be charged a service call fee on a subsequent monthly bill for each service call in the amount of ten dollars (\$10) for appliance service calls and twenty-five dollars (\$25) for heating/cooling service calls.
- THIS AGREEMENT IS SUBJECT TO ARBITRATION PURSUANT TO
 UNIFORM ARBITRATION ACT (SOUTH CAROLINA LAW).
- Services Not Covered**
- Any part or labor needs arising from abuse, vandalism, fire, flooded basement, acts of nature, freezing, electric, gas or water outages, or other abnormal conditions.
 - Appliance installation, disconnection, household plumbing, and inspection are not covered.
 - Any appliance, part, material or condition not listed on the coverage sheet is not covered.
 - Any manufacturer design flaw or defect.



Yes, I want to put CHAMP to work for me. I authorize Palmetto Electric Cooperative to charge my account for

- Basic Appliance Package \$10.95 per month**
- Heating/Cooling Package \$14.95 per month**
- Deluxe Package \$21.90 per month**

NAME: _____ ACCT NO: _____
 SIGNATURE: _____ DATE: _____
 ADDRESS: _____
 CITY: _____ STATE: _____ ZIP: _____
 SERVICE LOCATION: _____
 HOME PHONE: () _____ EMAIL: _____

Complete this form, Detach and Return or Mail Today! Send No Money Now!
To enroll by phone, call 1-800-223-5317.
 Please have your Palmetto Electric Account Number ready.

Also, please include the following options in addition to my Basic Appliance Package:

- Dishwasher **\$2.95/month**
- Garbage Disposal **\$2.95/month**
- Microwave **\$2.95/month**
- Refrigerator Ice Maker **\$2.95/month**
- Freezer **\$2.95/month**
- Gas Logs **\$2.95/month**
- Heating/Cooling Systems **\$10.95/month**

Sign up TODAY!



Don't let your appliances catch you off guard with expensive repairs... call

1-800-223-5317

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