



HOME APPLIANCE REPAIR PROGRAM

CUSTOMER PRICING

Appliance Repair Plan	Monthly Plan Cost	Fee Per Service Call
Service Fee for Basic Package*	\$12.95	\$25.00
Service Fee for Each Additional Appliance**	\$2.95	\$25.00

* Basic package covers the washer, dryer, range, refrigerator, ice maker and water heater.

** Adding a dishwasher costs \$4.95.

BASIC APPLIANCES COVERED

Your Appliance Repair Plan covers the indicated parts:

<u>Clothes Washer</u>	Inlet Water Valve	Gas	Selector Switch	Spark Module	Control Board **	<i>only, tankless units</i>
Front Loading	Internal Hoses	All Burners	Start Switch	Thermocouple	Defrost Heater	<i>not covered</i>
Door Lock	Motor	Coil Kit	Terminal Block		Defrost	Electric
Door Latch	Pulley	Flame Sensor	Thermostats	General Items	Thermostat	Upper Heating
Door Strike	Pump Assembly	Gas Valve **	Timer /Timer Knob	Door Springs	Defrost Timer	Element
Top Loading	Pump Gaskets	Igniter	Control Board **	Electronic Range	Door Switch	Lower Heating
Actuator	Pump Motor	Pilot Burner	Touch Pad**	Control (ERC)**	Drain Blockage	Element
Agitator	Relay	Regulator		Fuse	Drain Heater	Upper Thermostat
Agitator Dogs	Temperature	Thermocouple	Range*	Gaskets	Evaporator Fan	Lower Thermostat
Agitator Drive	Selector Switch	General Items	Electric	Oven Sensor	Evaporator Fan	
Block	Timer/Timer Knob	Belts	Bake/Broil Relay	Relay Board	Blades and	Gas
Control Magnet	Transformer	Blower Wheel	Heater Element	Seals	Motor	Flame Spreader
Lid Switch	Water Level	Door Catch	Heater Element	Selector Switch	External Overload	Gas Valve **
Motor Coupling	Pressure Switch	Gaskets	Switch	Thermostat	Fan Switch	Main Burner
Spin Drive Block	and Tube	Switch	Surface Element	Touch Pad	Light Switch	Pilot Burner
Tub Cover	Control Board **	Drum Felt	Receptacles	Membrane**	Thermostat	Regulator
Assembly	Touch Pad **	Glides	Transformer			Thermocouple
General Items		Bearings	Gas	Refrigerator	Refrigerator Ice	General Items
Belts	<u>Clothes Dryer</u>	Rollers	All Burners	Air Flow System	Maker**	Limit Control
Capacitor	Electric	Fuse	Gas Valve**	Capacitor	Shut-off Arm	Relief Valve
Drain Hose	Heater Element	Limit Control	Igniter	Condenser Fan	Water Inlet Valve	
Drain Pump	Heater Element	Lint Filter	Igniter Switches	Condenser Fan		
Fill Hose	Switch	Motor	Pilot	Blades and	Water Heater	
Fuse	Motor Start Switch	Pulleys	Regulator	Motor	<i>Tank type units</i>	

* 1 Cooktop and 1 Oven

** Items are replaced once per life of unit.

ADDITIONAL APPLIANCES COVERED

Your Appliance Repair Plan may be upgraded to cover:

<u>Dishwasher</u>	Fuse	Water Level Switch	Door Switch	Gas Valve	Blower Motor	Stirrer Antenna,
Belts	Heating Element		Drain Blockage	ODS Valve	Capacitor	Antenna Belt,
Bimetal Trigger	Limit Control	Freezer	Drain Heater	Regulator	Diode	Motor
Control Board **	Pulleys	<i>8 cubic feet or</i>	Evaporator Fan	Thermocouple	Door Handle	Thermostats
Door Baffle,	Pump/Motor	<i>larger</i>	Evaporator Fan,	Thermostat	Door Hinges	Timer
Gasket	Assembly **	Air Flow System	Blades and		Door Monitor	Touch Control
Door Latch, Door	Relay	Capacitor	Motor	Garbage	Switches	Panel
Spring	Soap Dispenser	Condenser Fan	External Overload	Disposal	Fluorescent Lamp	Transformer
Door Switch	Spray Arm	Condenser Fan,	Fan Switch	Clearing of	Ballast	Waveguide
Drain Valve	Spray Arm	Blades and	Light Switch	Obstacles	Food Carousel (if	Wiring Harness
Electrical Control	Support	Motor	Thermostat	Resetting	original equipment)	
Switches	Thermostat	Defrost	Control Board **	Overload	Fuses (internal)	
Fan Control	Timer**	Heater, Defrost			Magnetron	
Fan Motor	Touch Pad **	Thermostat	Gas Logs	Microwave	Relays	
Fill Valves	Tub Seals	Defrost Timer	Fan Motor	Blower Wheel	Selector Switch	

** Items are replaced once per life of unit.

CHAMP APPLIANCE REPAIR TERMS & CONDITIONS

The Basic Appliance Repair Plan covers the repair or replacement of covered parts for eligible appliances: washing machine, dryer, range (cooktop and oven), refrigerator, ice maker and tank type water heater.

1. This Appliance Repair Program (the "Program") applies to only one (1) single-family residence and includes the repair and not the replacement of the basic appliances installed within that residence, which are listed in Paragraph 5 below. In the event there are duplicate appliances of any one type, the customer must designate at the time of enrollment which appliance will be covered under the Program.
2. The Program is offered by Palmetto Electric Cooperative hereinafter referred to as "Program Administrator".
3. Coverage under the Program starts after the first payment is received and enrollment in the Program exceeds 30 days. Coverage continues thereafter so long as the customer makes timely payments. Customer payments prepay coverage under the Program. Coverage is suspended at the end of the prepaid period in cases of nonpayment. The customer's account must be in good standing (current) to receive repair service under the Program.
4. By enrolling, the customer attests that, to the best of his/her knowledge, the basic residential appliances to be covered under the Program are functioning properly, meet all applicable residential building codes, there are no pre-existing conditions, and they were installed according to the manufacturer's specifications.
5. Program Administrator shall have sole discretion to determine the type, make and source of parts and labor used in repairs. Any part that is not included on the "Covered Items" list is not covered. The basic service package provides coverage for your clothes washer, clothes dryer, range, refrigerator, refrigerator icemaker and water heater as described in this contract. Program Administrator is not responsible for manufacturer upgrades. Additional appliances require the purchase of additional coverage (see "Customer Pricing" chart).
6. If Program Administrator estimates that the cost of a repair (including, without limitation, parts and labor) would be more than the value of your appliance in its then-current condition or if code violations exist, Program Administrator may decline to make the repair and no liability will result from such decision. A Rebate Program gives you a credit on your Palmetto Electric Cooperative bill, up to \$150 based on the age of the unit (1-5 year old unit=\$150, 6-10 year old unit=\$100, 11 years or more=\$50), 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, MC R04, 2390 West Aviation Ave., North Charleston SC 29406.
7. Service request calls are taken 24 hours a day, 365 days a year. You may reach Program Administrator at 1-800-223-5317. Repair services are provided Monday through Friday during normal working hours.
8. Program Administrator may use licensed independent contractors to perform all or a portion of the covered services. Approved contractors must have safe access to, and safe working conditions at and around any and all appliances requiring repair. Any additional or non-covered services performed at your request will be at your expense, and Program Administrator shall have no liability or responsibility with respect to such services. Neither Program Administrator nor its contractors shall be responsible for charges resulting from service and/or parts you or others provide.
9. Neither Program Administrator or its contractors will be responsible for direct damages, consequential, special or punitive damages, food loss, illness or injury caused by delays, failure to service, unavailability of parts, labor difficulties, and other conditions beyond their control. Program Administrator's liability is limited to the amounts actually paid by you to Program Administrator pursuant to the terms of this Agreement. In no event will Program Administrator be liable for consequential, special or punitive damages arising from any cause whatsoever.
10. Program Administrator reserves the right to modify or cancel the Program and/or to refuse service as to specific appliance(s) in the event you are in violation of the terms hereof, you commit any act of fraud or misrepresentation with respect to your participation in the program, or if the condition of the appliance(s) is in violation of applicable residential building codes and you do not bring the appliance(s) into compliance with applicable codes. Program Administrator will provide 30 days written notice of material changes to any Program terms. Program is non-transferrable. The customer may cancel participation at any time. For a full refund, return this service contract with written request of cancellation within 20 days from the date it was mailed, and one will be provided so long as no claims have been made.
11. For each service call visit by a technician, your account will be charged a service call fee of twenty-five dollars (\$25) (the "Service Call Fee"). If a technician arrives and is unable to perform service because you miss the appointment, you will be charged the Service Call Fee and you will also be charged another Service Call Fee when you reschedule the appointment. You will not be charged a Service Call Fee if we decline to make the repair pursuant to Paragraph 6 above.
12. Obligations under this contract are backed by the full faith and credit of the Program Administrator.

CONDITIONS, PARTS, & SERVICES NOT COVERED

1. Any condition that arises from abuse, theft, vandalism, fire, flood, acts of nature, acts of God, freezing, electric, gas or water outages, power surges, unusual atmospheric conditions or other abnormal conditions.
2. Commercial property and residential property used for businesses, including but not limited to day-care centers, nursing homes/long-term care facilities or any other property used for purposes other than a single-family residence.
3. Appliance installation, disconnection, household electric and plumbing, general inspection and/or preventive maintenance items.
4. Any appliance, labor, part, material or condition that is not listed on the "Basic Appliances Covered" list and the "Additional Appliances Covered" list is not covered.
5. Repairs to specific makes of equipment as determined by Program Administrator. Non-Covered Items include, but are not limited to: refrigerator/freezer compressors, refrigerant systems; washing machine transmission, clutch/brake assembly, stator/rotor, tub/tub seal and bearing, rubber door boot; range timer/clock, exhaust and self-cleaning function; refrigerator ice/water door dispenser, ice bucket/auger assembly; commercial appliances, ice machines, appliance venting, manufacturer warranty items, exhaust motors, power cords, dishwasher racks, refrigerator shelves, door hinges, water heater tank, electronic water heater energy controls.
6. Cost of a repair (including, without limitation, parts and labor) that would be more than the value of your appliance in its then-current condition.
7. Repairs if a violation of an applicable code exists or any other abnormal conditions.

The logo for CHAMP Home Appliance Repair Program. The word "CHAMP" is written in a large, bold, black, sans-serif font. The letters are slightly shadowed, giving it a 3D appearance. To the right of the word is a small trademark symbol (TM). Below the word "CHAMP" is a thick, black horizontal bar.

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