



HOME APPLIANCE REPAIR PROGRAM

CUSTOMER PRICING

HVAC Repair Plan	Monthly Plan Cost	Fee Per Service Call
1st Unit	\$16.95	\$25.00
Each Additional Unit	\$14.95	\$25.00

You are responsible for all parts and services not covered under the contract.

HVAC COVERED ITEMS

Accumulator *	Direct spark ignition	Heat exchanger **	Sequencer
Belts	Door safety switch	Heat strips	Solenoid valve
Blower motor	Draft inducer motor	High/Low limit switches	Solid state circuitry
Blower wheel	Electronic elements	Internal disconnect in air handler	Spill switch
Burner	Electronic ignition	Internal wiring	Step down transformer
Burner assembly	Evaporator coils **	Moisture dryer	Thermal overload protector
Capacitors	Fan blades/Hub assembly	Orifice	Thermocouple
Check valve	Fan safety switch	Pilot assembly	Thermopile
Circuit board	Flame sensor	Pulleys	Transformer
Compressor **	Freon *	Regulator	Transistor
Condenser coils **	Gas pressure switch	Relays	TXV valve *
Condenser fan motor	Gas safety valve	Reversing valve *	Wall thermostat (\$50 cap)
Contactors	Glow coil	Rollout safety switch	
Control unit	Hard start kit *	Schraeder valve	

* Items are replaced once per life of unit.

** Items must be under manufacturer warranty, and then the Program will cover labor to replace (once per life of unit).

CONDITIONS, PARTS, & SERVICES NOT COVERED

- 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.
- 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
- HVAC installation, disconnection, general inspection, or preventive maintenance.
- Coverage for systems over five tons, gas air conditioning systems, water source, portable and solar heating units, oil furnaces, any type of heating or cooling unit that is not supported by duct work; condenser casings, filters/electronic air filters/cleaners, registers, grills, timers, heat lamps, humidifiers, dehumidifiers, flue/vent pipes, any part or component of a zoning system, drain pans, drain lines, float switches, external disconnects, external wiring, thermostat wiring, copper lines/tubing, duct work, any additional motors attached to unit to expel exhaust; fees associated with evacuation/disposal of refrigerant, freight charges associated with warranty compressor, condenser, evaporator, or heat exchangers; any condition that may arise due to manufacturer defects or upgrades to system; any unit, labor, part, material or condition that is not listed on the "HVAC Covered Items" list.
- Cost of a repair (including, without limitation, parts and labor) that would be more than the value of your unit in its then-current condition.
- Any pre-existing conditions with the unit.
- Repairs if a violation of an applicable code exists or other abnormal conditions.
- Any non-covered repairs or non-authorized repairs will be the sole responsibility of you, the customer.

CHAMP HVAC REPAIR TERMS & CONDITIONS

The HVAC Repair Program ("Program") covers eligible residential forced air heating and cooling system fueled by electric, gas, propane or oil in a single-family residence as described below.

1. The Program is offered by Palmetto Electric Cooperative, hereinafter referred to as "Program Administrator".
2. This HVAC Repair Program (the "Program") covers the repair of systems, not the replacement of systems which Program Administrator deems beyond repair. An eligible system is defined as consisting of one heating and/or one cooling unit configured as follows: Furnace and/or Central Air Conditioning, Stand-alone Heat Pump, or Heat Pump/ Furnace combination.
3. The listed monthly Program price is for one single eligible system. Additional systems may be covered under the Program for an additional per system fee equal to the monthly Program price.
4. 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.
5. By enrolling, the customer attests that, to the best of his/her knowledge, the HVAC system to be covered under the Program is functioning properly, meets all applicable residential building codes, has no pre-existing conditions, and is properly installed according to the manufacturer's specifications.
6. The Program covers all residential HVAC equipment of varying ages unless restricted due to unavailability of repair parts. Program Administrator and its contractors shall not be responsible for service or parts provided by others. Program Administrator shall have sole discretion to determine the type, make and source of parts and labor used in repairs, unless excluded elsewhere in Paragraph 7 of the Terms and Conditions. Any customer payment for parts and labor not covered under the Program must be made directly to the contractor.
7. The following are specifically excluded from the Program: commercial HVAC systems, boilers and water heater based systems, steam systems, geothermal heat pumps, gas engine driven heat pumps, or radiant floor/ceiling heat; routine maintenance such as coil cleaning, duct cleaning, filter replacement, condensate drain clearing and seasonal turn-ons/turn-offs; add-on components including humidifiers, electronic or electrostatic air filters, electronic zoning systems, ultraviolet light systems and condensate lift pumps; auxiliary components including ductwork, grilles and registers, equipment casing/enclosures, condenser pads, snow legs, flues and chimneys. The following coverage limitations apply: the repair/replacement of compressors, indoor and outdoor refrigerant coils or heat exchangers will be limited to the manufacturer's parts warranty period. Refrigerant leak repairs will not be made for systems greater than fifteen years of age. Notwithstanding the specific items excluded from the Program listed above, any equipment that is not included on the "Covered Items" list is not covered. Additionally, Program Administrator will not cover 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
8. If Program Administrator estimates that the cost of a repair (including, without limitation, parts and labor) would be more than the value of your HVAC system 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 system 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.
9. 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.
10. 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 HVAC system 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 have others provide.
11. Neither Program Administrator nor its contractors will be responsible for direct damages, consequential, special or punitive damages, 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 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.
12. Program Administrator reserves the right to modify or cancel the Program and/or to refuse service as to specific HVAC equipment 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 HVAC system is in violation of any applicable residential building codes and you do not bring the HVAC system 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.
13. 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 8 above.
14. Obligations under this contract are backed by the full faith and credit of Program Administrator.

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