

## BASIC APPLIANCES COVERED

Your ServiceCare plan covers the indicated parts:

### **CLOTHES WASHER**

Agitator  
Agitator drive block  
Belts  
Boot (top-loading only)  
Capacitor  
Circulating motor  
Circulating pump  
Control magnet  
Door switch  
Drain hose  
Drive motor  
Electrical control system  
Electrical switches  
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

### **CLOTHES DRYER**

**Electric**  
Heater element  
Heater element switch  
Motor start switch  
**Gas**  
All burners  
Coil kit  
Flame sensor  
Gas valve  
Igniter  
Pilot burner  
Regulator  
Thermocouple  
**General Items**  
Belts  
Blower wheel  
Control timer  
Door catch  
Door gaskets  
Door switch  
Drum felt  
Drum sides  
Fan bearing  
Fuse  
Limit control

Lint filters  
Motor drive  
Pulleys  
Rollers  
Selector switch  
Start switch  
Terminal block  
Thermostat  
Timer knob  
Tub bearings

### **RANGE\***

**Electric**  
Bake/broil relay  
Heater element  
Heater element switch  
Surface element receptacles  
Transformer  
**Gas**  
All burners  
Gas valve  
Igniter  
Igniter switches  
Pilot  
Regulator  
Spark module  
Thermocouple  
**General Items**  
Door springs  
Electronic range control  
Fuse  
Gaskets  
Oven sensor  
Relay board  
Selector switch  
Thermostat  
Touch pad membrane  
\*Cook top & Oven

### **REFRIGERATOR**

Air flow system  
Capacitor  
Condenser fan blades  
Condenser fan motor  
Defrost heater  
Defrost thermostat  
Defrost timer  
Door switch  
Drain blockage  
Drain heater  
Evaporator fan blades  
Evaporator fan motor  
External overload  
Fan switch  
Light switch  
Thermostat

### **REFRIGERATOR ICEMAKER**

Gear  
Heater  
Lever  
Motor  
Inlet water valve  
Micro switch

### **WATER HEATER**

**Electric**  
Heating elements  
Lower thermostat

Upper thermostat  
**Gas**  
Flame spreader  
Gas valve  
Main burner  
Pilot burner  
Regulator  
Thermocouple  
**General Items**  
Limit control  
Relief valve

## ADDITIONAL APPLIANCES COVERED

Your ServiceCare plan may be upgraded to cover:

### **FREEZER**

Air flow system  
Capacitor  
Condenser fan blades  
Condenser fan motor  
Defrost heater  
Defrost thermostat  
Defrost timer  
Door switch  
Drain blockage  
Drain heater  
Evaporator fan blades  
Evaporator fan motor  
External overload  
Fan switch  
Light switch  
Start relay  
Thermostat

### **GAS LOGS**

Fan motor  
Gas valve  
ODS valve  
Regulator  
Thermocouple  
Thermostat

### **GARBAGE DISPOSAL**

Clearing of obstacles  
Resetting overload

### **DISHWASHER**

Belts  
Bimetal trigger  
Circulating motor  
Circulating pump

Door baffle  
Door gasket  
Door latch  
Door spring  
Door switch  
Drain valve  
Electric switches  
Fan control  
Fan motor  
Fill valves  
Fuse  
Heating element  
Limit control  
Pulleys  
Relay  
Soap dispenser  
Spray arm  
Spray support  
Thermostat  
Timer  
Tub seals  
Water level switch



## TERMS & CONDITIONS

*ServiceCare Appliance Repair Plan*



www.servicecare.com

**South Carolina**  
**1-800-796-8889**

**Georgia**  
**1-888-708-0089**

## APPLIANCE REPAIR TERMS & CONDITIONS

1. This contract applies to one (1) single-family residence. Your coverage begins or began on the date specified in the accompanying letter confirming your order ("Confirmation Letter"). That is also the first date for which you will be billed (your "Billing Date"). If the Confirmation Letter and this contract were sent to you in error, if you have changed your mind and do not want this service, or if you have been billed for any period occurring before your Billing Date, please contact us immediately at the toll-free number in the Confirmation Letter to avoid being billed or to arrange for a refund or credit, if applicable.
2. You are provided repair service on covered appliances for one (1) year from your Billing Date, but your annual service fee will be divided into twelve (12) equal monthly installments unless you request otherwise. If you are a customer of South Carolina Electric & Gas Company ("SCE&G") or SCANA Energy, ServiceCare will include your monthly service fee and any applicable Service Call Fees (as defined in Section 13 and listed in the "Customer Pricing" section) on your utility bill, unless you request a separate bill in writing. Any unpaid balance not paid within 25 days of the date of your bill shall bear interest at the rate of one-and-one-half percent (1.5%) per month. If your account becomes past due, ServiceCare may demand immediate payment of the entire balance of your annual service fee and any outstanding Service Call Fees or immediate payment of the cost of all services and parts provided to you, less any payments made by you to ServiceCare during your current contract period. ServiceCare has the right to refuse service if your account is delinquent.
3. Unless either you or ServiceCare cancels this contract in writing prior to the annual anniversary of your Billing Date, it will be automatically renewed for another twelve (12) months at the renewal price then in effect. If you are unsure of your Billing Date, please call us for this information. Unless we have given you at least fifteen (15) days notice otherwise before the anniversary of your Billing Date, the renewal price for the next subsequent twelve (12) months will be the same as the price as applied during the previous twelve (12) months. Nothing in these Terms and Conditions or elsewhere obligates ServiceCare to renew this contract with you.
4. If you have not filed any claim during the current contract period and you are current on all payment obligations, you may terminate this contract at any time and without further payment. If you have filed a claim during your current contract period and you wish to terminate this contract prior to the anniversary of your Billing Date, you have the option of either paying the total remaining monthly payments and any outstanding Service Call Fees or reimbursing ServiceCare for the total cost of the claim(s), whichever is less. If you relocate to an area served by ServiceCare, you may transfer this contract to your new residence, but you may not assign or transfer this contract without the written approval of ServiceCare. In addition, you may cancel this contract within the first thirty (30) days following the Billing Date and receive a full refund provided you have made no claims and you terminate this contract by calling the toll-free number in the Confirmation Letter. After the initial thirty-day (30-day) period, any cancellation or termination must be in writing. ServiceCare reserves the right to amend the Terms and Conditions of this contract upon fifteen (15) days written notice to the Customer. In the event that the Customer does not accept the amended Terms and Conditions, the Customer may cancel this contract by notifying ServiceCare in writing within thirty (30) days of Customer's receipt of the notice of amendment from ServiceCare; provided that Customer shall remain liable for all charges through the date of cancellation or the effective date of the amendment, whichever is earlier. Any notice of cancellation or transfer request must be in writing and forwarded to:

**ServiceCare**  
**3680 Leeds Avenue**  
**Charleston, SC 29405**

The effective date of your cancellation shall be the date your written notice is received by ServiceCare.

5. Covered appliances must meet all applicable code requirements and be in full operating condition as of your Billing Date.
6. Neither ServiceCare nor its contractors shall be responsible for charges resulting from service and/or parts you have others provide.
7. ServiceCare shall have sole discretion to determine the type, make and source of parts and labor used in repairs. Any equipment that is not included on the "Covered Items" list is not covered. The basic service package provides coverage for your washer, dryer, range, refrigerator, refrigerator icemaker and water heater as described in this contract. ServiceCare is not responsible for manufacturer upgrades. Additional appliances require the purchase of additional coverage (see "Customer Pricing" on back panel).
8. If ServiceCare 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, ServiceCare may decline to make the repair and no liability will result from such decision.
9. Service request calls are taken 24 hours a day, 365 days a year. You may reach ServiceCare at 1-800-796-8889 for South Carolina customers and 1-888-708-0089 for Georgia customers. Repair services are provided Monday through Friday during normal working hours. ServiceCare shall have the sole discretion to determine if a service call is an emergency, and if such occurrence is deemed an emergency, after-hours service will be provided. If a service call is not deemed an emergency, service will not be provided outside of normal working hours.
10. ServiceCare may, at its option, use licensed (where required) independent contractors to perform all or a portion of ServiceCare-covered services. Any additional or non-covered services performed at your request will be at your expense, and ServiceCare shall have no liability or responsibility with respect to such services.
11. Neither ServiceCare 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. ServiceCare's liability is limited to the amounts actually paid by you to ServiceCare pursuant to the terms of this Agreement. In no event will ServiceCare be liable for consequential, special or punitive damages arising from any cause whatsoever.
12. ServiceCare reserves the right to terminate this Agreement 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 ServiceCare program, or if the condition of the appliance(s) is in violation of applicable codes and you do not bring the appliance(s) into compliance with applicable codes.
13. You will be charged a service call fee of ten dollars (\$10) (the "Service Call Fee") on a subsequent monthly bill for each service call. 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 for any repeat visit for the same problem occurring within thirty (30) days of the original visit, provided you have not missed a prior appointment. You will not be charged a Service Call Fee if we decline to make the repair pursuant to paragraph eight above.
14. Obligations of ServiceCare under this contract are backed by the full faith and credit of ServiceCare.
15. If the provider does not timely resolve such matters within sixty (60) days of proof of loss, you may contact the South Carolina Department of Insurance, Post Office Box 100105, Columbia SC, 29201, or 1-800-768-3467.

16. Georgia Residents only. Notice to Buyer – Do not sign or accept these Terms and Conditions before you have read them or if they contain any blank spaces. You are entitled to an exact copy of any paper you sign. You have the right to pay in advance the full amount due and under certain conditions to obtain a partial refund of the time price differential.
17. Georgia Residents only. Notwithstanding any other provision of this contract, ServiceCare may not cancel this contract except for fraud, material misrepresentation or non-payment by you. Cancellation will comply with Section 33-24-44 of the Georgia Code. ServiceCare reserves the right to refuse service as to a specific appliance if you are in violation of the terms hereof or if the condition of the appliance(s) is in violation of the applicable codes and you do not undertake to bring the appliance(s) in compliance with the applicable codes.

## 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 ServiceCare. Non-covered items include, but are not limited to: refrigerator compressor, Freon systems, washing machine transmission, clutch/brake assembly, self-cleaning function, ice maker auger assembly, ice/water through-the-door dispenser, ice bucket, commercial appliances, ice machine, appliance venting, range exhaust, manufacturer warranty items, exhaust motors, power cords, dishwasher racks, refrigerator shelves and the tank for the water heater.
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.

## CUSTOMER PRICING

Appliance Plan	Monthly Plan Cost	Annual Plan Cost	Fee Per Service Call
Service Fee for Basic Package (washer, dryer, range, refrigerator, refrigerator icemaker, water heater)	\$12.95	\$155.40	\$10
Service Fee for Dishwasher (and multiples of dishwasher)	\$4.95	\$59.40	\$10
Service Fee for Each Additional Appliance (including multiples of each basic appliance)	\$2.95	\$35.40	\$10

There are specific terms and conditions that apply to all ServiceCare programs. Before joining refer to the terms and conditions for complete information on costs, coverage limitations and restrictions.