



ServiceOne Service Plan Overview

TERMS

1. Your ServiceOne (The Plan) coverage starts upon the ServiceOne, Inc's receipt of your verbal acceptance or response card. Coverage will extend for a period of 12 months (Contract Period) and is billed one month in advance. You may change your Service Category one time each calendar year upon notice to ServiceOne. The Program will automatically renew each year thereafter unless terminated by either party, giving seven days written notice to the other prior to the commencement of renewal period. Rates for service may be increased with 30 days notice. You may terminate coverage prior to the effective date of the increase by providing written notice to ServiceOne.
2. This Plan may be subject to tax in your community or state.
3. ServiceOne warrants its work for a period of 90 days. This warranty is limited to ServiceOne's repair of any defective work. This is the only warranty made by ServiceOne.

SERVICE

1. To request service under the Plan; call 402-339-4357 (Omaha). Operators are on duty 24 hours a day, seven days a week.
2. Response time shall be governed by weather conditions, employee workload and parts availability. Service appointments under the Plan will be performed during regular business hours, which are Monday – Friday, 8:00 am – 5:00 pm, Saturday 8:00 am – 2:00 pm.
3. ServiceOne defines a qualified emergency as: no heat during extreme cold weather (below 40 degrees), for this condition an emergency fee will not apply. Customer designated emergency service is available for service requests that are outside regular business hours, on recognized holidays, or above appointment availability. An emergency fee will apply in addition to trip fee.
4. The Customer shall make the premises accessible for service by ServiceOne to allow needed repairs/replacements to be made (i.e., entrance accessibility, workspace accessibility). Customer shall ensure sanitary and safe work conditions prior to the technician's arrival.
5. ServiceOne reserves the right to choose qualified contractors to fulfill its obligation under The Plan. IMPORTANT: ServiceOne shall not be responsible for charges for service or parts purchased from others, without prior approval by ServiceOne.
6. ServiceOne reserves the right to choose the parts used. ServiceOne reserves the right to restrict certain makes of equipment from eligibility because of unavailability of parts. Equipment restricted due to unavailability of parts may be identified at first service request.
7. Services will not be provided to delinquent accounts. Your account must be current to schedule service. You may be dropped from The Plan for non-payment and a collection process may ensue.

COVERAGE

1. You certify that all appliances are in good operating condition as of the date you begin your coverage. Conditions existing at the time of enrollment in The Plan will not be covered. ServiceOne will offer a discounted rate to correct pre-existing conditions identified at time of signup.
2. The Plan will repair major household appliances/systems designated as covered. The Customer shall pay the service technician a trip fee of \$25.00 plus tax per trade at time of service.
3. The Plan is not intended to be an insurance policy or substitute for an insurance policy. It does not warrant against the failure of covered systems/appliances, but covers the cost of repairs to the system/appliance.
4. The Plan applies only to one residence and the primary one of each covered appliance per agreement. Additional coverage for second appliances/systems can be purchased. Coverage applies to residential grade equipment only. Coverage applies to residential use of equipment only. Repairs resulting from use above and beyond normal residential use (i.e., in-home businesses such as daycares or salons) may not be covered.
5. The Plan covers only those systems and components within the perimeter of the main foundation of the house and/or attached garage, unless otherwise specified.

6. The Plan covers repairs for the parts listed under the equipment in your chosen plan. IMPORTANT: Items not listed as covered are not covered. ServiceOne may repair uncovered items as needed at discounted rates. Examples of uncovered items are: APPLIANCES- freestanding microwave ovens, clocks/timers not controlling appliance function, flexible gas appliance connectors, refrigerator insulation panels and liners (including glass), light bulbs, trim, induction cooking, rotisserie motors. HVAC – boiler water-carrying lines, oil systems, duct work, space heaters and solar heating, setting airflow to rooms, venting of radiator, air cleaners, vent dampers, chimneys, chimney liners and flue vents, filters, radiation heating/cooling coils, heat exchangers, evaporator coils, HTM & Glo-Core furnaces, combination domestic hot water/central heating systems/ water furnaces, gas air conditioners, electrostatic filtering systems, water source air conditioners, water towers, condensate pumps, and zone systems. Supply and return lines, tube-in-tube heat exchangers and well fields on geothermal heat pumps. Plate-type or wheel humidifiers, humidifier filters, and media. ELECTRICAL – low voltage systems, garage door transmitter/receiver, and dimmer systems. PLUMBING – piping, expansion tanks, water heater tanks and anode rods, sewage ejectors, grinder pumps, basins, sump pumps and associated piping, plumbing code upgrades, main drain cleaning, meter valves, and any plumbing contained in or under the foundation or slab, vent and waste stacks.

LIMITATIONS

1. An appliance may wear out beyond repairs. If the cost of labor and parts to repair the covered appliance exceeds its current market value, ServiceOne reserves the right not to repair the appliance and to recommend replacement at your expense. PLEASE NOTE: Per covered kitchen/laundry appliance, repair costs may not exceed \$800.00, as determined by ServiceOne rates. This repair value is not a credit, it can only be applied toward the repair needed.
2. The Plan does not cover repairs necessitated by design deficiencies, incorrect sizing/installation, lack of capacity or bringing systems up to code. The Plan does not cover upgrading or improvement of systems and/or equipment.
3. ServiceOne, its agents, employees and contractors shall not be responsible for damages, injury or illness caused by delays, unavailable parts, defective parts, labor difficulties or other conditions beyond ServiceOne's control. ServiceOne's liability will be limited to the property damage sustained by the customer. In no event will ServiceOne be liable for special, indirect, consequential or punitive damages.
4. In the event it is necessary, The Plan will not cover removal, repair, recovering or reconstruction of walls, floorings or ceilings. The Customer may be asked to sign a waiver prior to ServiceOne proceeding with diagnosing or repairing conditions with accessibility needs.
5. ServiceOne shall not be required to remove or dispose of asbestos or other hazardous materials or repair or perform maintenance on appliances which may be contaminated with asbestos or other hazardous materials, or in any other way present a health or safety risk to the technician.
6. The Plan does not cover materials, parts or labor required as a result of abuse, misuse, vandalism, fire, flooding or other casualty, power failures, surges or shortages, non-temperature controlled environment, freezing, acts of God, or any other condition beyond ServiceOne's control.
7. The Plan does not cover installation, disconnection, or cleaning of appliances, boiler water, cooling or air ducts, setting airflow, venting radiators, or draining expansion tanks.
8. The Plan does not cover Glo-Core and Amana HTM furnaces, combination domestic hot water/central heating systems or geothermal well fields.
9. The Plan does not cover any condition due to sediment, rust, corrosion or improper venting, or plumbing or electrical systems outside the foundation of the house (including the main drain and any resulting plumbing issues).

TRANSFER/CANCELLATION

1. The Plan is transferrable to any other party with ServiceOne's approval, or to your new residence within ServiceOne's service area. Any new/transferred appliances must be certified in good working condition prior to coverage under the Plan.
2. The Plan will automatically renew each year thereafter unless terminated by either party giving seven days written notice to the other prior to the commencement of renewal period. Rates for service may be increased with 30 days notice. The Plan may be terminated prior to the effective date of the increase by providing written notice to ServiceOne.

What is covered by The Plan?

BRONZE, SILVER AND GOLD

Central Heating

Belts	Blower bearings	Blower shaft	Blower wheels
Capacitors	Circuit boards	Circulation pump (motor only)	Face plate
Fan motor	Fan motor	Flame electrode	Flame spreader
Forced draft fan	Forced draft motor	Fuel regulator	Furnace service switch
Ignition	Gas valve	Heating element	Igniter
Ignition control module	Inducer fan/motor assembly	Low-water cutoff	Main burner
Manifold	Pilot burner	Pressure control	Pressure gauge
Pulleys	Pump coupler	Radiants	Relay
Reliefs valve	Safety interlock switches	Sensor	Sequencer
Sight glass	Thermal fuse	Thermocouple	Thermostat
Transformer	Vent damper (OEM)	Wiring (other than complete rewiring)	

Air Conditioner

Appliance cords	Bearings	Belts	Capacitors
Circuit boards	Compressors*	Condenser fan blades	Condenser fan motors
Control-type switches	Expansion valve	Filter dryer	Knobs
Leak repair (minor sealed-system)	Pulleys	Refrigerant accumulators/receivers*	Refrigerant charging
Relay	Service valves	Thermostat	Transformer
Valve caps			*Up to 10 years of age.

Heat Pump

Bearings	Belts	Capacitors	Circuit boards
Compressors*	Condenser fan motors	Control type switches	Defrost control
Defrost heaters	Expansion valves	Fan blades (indoor and outdoor)	Fossil fuel kits (outdoor thermostats/controls)
Fuse	Leak repair (minor sealed-system)	Liquid and suction lines	Pulleys
Refrigerant accumulators/receivers*	Refrigerant charging	Relay	Reversing valve
Thermostat	Transformer	Valve caps	
			*Up to 10 years of age.

SILVER AND GOLD

Range (both countertop and oven)

Door hinges	Door liners	Door springs	Exhaust fan controls
Exhaust fan motors	Exhaust fan switches	Fan control	Fan motor
Fuse	Gas valve	Gaskets/seals (self-clean only)	Gas cooking tops
Glass doors	Handles	Heating elements	Igniter
Ignition modules	Insulation panels	Knobs	Leveling legs
Main burner	Manifold	Oven liners	Pilot burners
Printed circuit controls	Process control switches	Process control timer	Programmed cooking controls
Receptacles	Regulator	Relay	Self-cleaning elements
Self-cleaning latches	Self-cleaning solenoids	Sensor	Thermistors
Thermocouple	Thermostat	Touch pad controls	Touch pads
Transformers			

Dryer

Appliance cords	Automatic laundry product dispensers	Bearings	Belts
Blower wire/cable	Cable	Capacitors	Control timer
Door catch	Door switch	Drum	Drum baffles
Electronic dry control boards	Fame sensor	Flame spreader	Fuse
Gas valve	Gaskets and seals	Glides	Handles
Heating element	Heating element switch	Igniter	Knobs
Leveling legs	Limit control	Lint filter	Main burner
Motor	Pilot burner	Printed circuit timer control	Pulleys
Regulator	Relay	Rollers	Selector
Sensor (moisture/dryness)	Shafts	Spark generator	Springs
Switch	Thermal fusible links	Thermistors	Thermocouple
Thermostat	Touch pad	Touch pad controls	Transformer

Water Heater

Combustion blower and motor	Drain valves	Frame spreader	Fuse
Gas valve	Heating element	Igniter	Ignition module
Limit control	Main burner	Manifold	Pilot burner and assembly
Pressure switch	Regulator	Relief valve	Thermocouple
Thermostat			

Clothes Washer

Agitator	Appliance cords	Automatic laundry product dispensers	Balancing devices
Bearings	Belts	Brake system	Clutch
Controls (electronics/switches)	Door glass	Drain hoses	Drive block
Fill hoses	Fuse	Gaskets	Handles
Knobs	Leveling legs	Motor	Pulleys
Relays	Shift levers	Snubber	Solenoids
Splash ring	Temperature sensing board	Timer	Touch pads
Transmission*	Water pump	Water seals	Water valve

Refrigerator

Appliance cords	Capacitors	Compressor overload	Compressors*
Condenser drain heater	Condenser fan blades	Condenser fan motor	Control-type switches
Defrost element	Defrost fan	Defrost thermostat	Defrost timer
Door seals	Drain hoses	Electronic sensing/monitoring systems	Evaporator condensate drain
Evaporator fan motor	Filter dryer	Fuse	Handles
Heater	Hot gas defrost coil	Hot gas defrost valve	Ice maker
Ice/water dispensers	Knobs	Leak repair (minor sealed-system)	Light switch
Mullion defrost heater	Refrigerant accumulators/receivers*	Refrigerant charging	Relays
Stile heater	Thermistors	Thermostat	Thermostatic control dampers
Touch pad			*Up to 10 years of age.

GOLD

Humidifier

Solenoid valve	Humidistat	Motor	Wiring
Transformer			

Range Hood/Exhaust Fan

Control switches	Exhaust fan and motor	Knobs	Lights
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Freezer

Appliance cords	Capacitors	Compressors*	Condenser fan blades
Condenser fan motor	Control-type switches	Defrost element	Defrost timer
Door seals	Drain hoses	Evaporator fan motor	Handles
Hot gas defrost heater	Leak repair (minor sealed-system)	Refrigerant accumulators/receivers*	Refrigerant charging
Relay	Sillie heaters	Thermostat	*Up to 10 years of age.

Garbage Disposal

Batch switch in collar	Capacitor	Reverse switch	Rotor
Safety switches	Seals	Shredder (stationary/rotor)	Sink flange
Sink gasket	Stator		

Dishwasher

Check valve	Chemical and detergent dispensers	Door gaskets	Door hinges
Door springs	Door switch	Drain solenoid	Fill valve
Handles	Heat/moisture purge blower/motor	Heating element	Hoses
Impellers	Knobs	Leveling legs	Motor
Motor relay	Motor seals	Printed circuit controls	Pump
Spray arms	Spray tower	Time/control	Touch pads
Tub	Water seals	Wax motors	

Electrical System

Ballasts	Components and parts within the perimeter of the main foundation	Door chime unit
Fuse holders and breakers	Main panel	Push button switches
Switches	Transformers	Wiring

PLUMBING

Items within the main perimeter of the foundation	Pressure regulators	Traps	Faucets
Drain Cleaning (branch lines only)	Shut-offs	Gas pipes	Toilets
Water pipes			

If a system or item is not specified as "covered," then it is not covered.