



Service Plan Overview

GENERAL TERMS

1. Your ServiceOne (The Plan) coverage starts upon your verbal acceptance and 1st month's payment. Coverage will extend for a period of 12 months (Contract Period) and is billed for the current month. The Plan will automatically renew for the next 12 months thereafter unless terminated by either party, giving notice to the other prior to the commencement of the renewal period.
2. The Company reserves the right to increase rates for service and/or change the terms & conditions of The Plan with 30 days' notice. You may terminate coverage prior to the effective date.
3. **ServiceOne warrants its work for a period of 30 days.** This warranty is limited to ServiceOne's repair of any defective work. If the Plan is no longer in effect, no warranty coverage applies.
4. The Plan is available to single-family homes, condominiums, multiplexes and townhomes.
5. Upon initial sign-up, you may cancel this Plan by mailing a written notice to ServiceOne, 9335 J Street, Omaha, NE 68127, before midnight of the third business day following receipt by ServiceOne. After the third day, the Plan is non-cancelable and non-refundable.

PROVIDING SERVICE

1. To request service, call 402-593-1111. Service appointments will be scheduled during regular business hours, Monday - Friday, 8:00 am - 5:00 pm, except holidays. Response time shall be governed by weather conditions, employee workload and parts availability.
2. **There are no longer any covered emergencies under the Plan.** Emergency service requests are available and an emergency fee will apply.
3. All service requests under the Plan must go directly through ServiceOne. ServiceOne shall not be responsible for charges for service or parts, purchased from others without prior approval.
4. **The Customer shall pay the service technician the trip fee (\$35.00+tax) and any subsequent fees, at the time of service. Please note, the maximum number of basic plumbing or electrical requests under one trip fee is three.**
5. **Additional labor fees will apply when a 2nd technician is required** for diagnosis/repairs deemed necessary by ServiceOne due to weight, safety, position or installation. Example: stacked components, built-in microwaves, etc.
6. ServiceOne will not be responsible under the Plan for reassembling, reinstalling or correcting repairs made by homeowner or other contractor. Additional fees will apply.
7. Service will not be provided to delinquent accounts. Accounts must be current to schedule service. If your account becomes delinquent, your plan may be canceled and outside collection efforts and/or lien filing may be utilized.

COVERAGE

1. The Plan applies only to one residence and one of each covered appliance or system per agreement. **Covered appliances are by default, located in the primary kitchen/laundry.**
2. Coverage applies to residential grade equipment only. ServiceOne may void coverage for equipment impacted by in-home businesses such as daycares or salons. **Coverage is extended to homeowner equipment only, tenant-owned equipment is not covered.**
3. The Plan covers only those systems and components within the perimeter of the main foundation of the house. Plumbing coverage is not available in mobile homes. The Plan covers repairs for the parts listed under the equipment in your chosen plan. **IMPORTANT:** Items not listed as covered are not covered. Examples of uncovered items are: **APPLIANCES** - lighting, clocks/timers (when not integral function), meat probes, rotisseries, induction cooking units, removable baskets, racks, rack assemblies and rollers, lock/ key assemblies, filters, trim, appliance cabinets/ cabinet parts, complete doors, shelving, drawers & components, door liners, disconnection of appliances for cleaning, insulation, cracks/breakage to range door glass and/or smooth-top ranges/ cooktops, two-component/ independent telescoping range exhaust, venting, knobs, handles, countertop/ portable appliances, under counter refrigeration, refrigerator and freezer door gaskets, **icemaker, ice & water dispensers and respective components**, combination (all in one) washer/dryer units, sealed system repairs. **HVAC** - boiler water-carrying lines, venting of radiators, oil systems, space heaters, and solar heating, mini-split systems, radiant heating coils built into floor/ wall/ ceiling, tube-in-tube heat exchangers, pulse systems, combination domestic hot water/ central heating, chimneys, chimney liners, and flue vents. Water carrying lines on geothermal heat pumps, heat pump stands, condenser pads, water towers, and window or spot air conditioners. Condensate pumps/ lines/drains, interconnecting freon lines, radiation heating/cooling coils, refrigeration coils, heat exchangers, cleaning of air ducts, duct work, setting airflow to rooms, air cleaners, vent dampers, zone systems, filters/filtering systems. **HVAC service for rooftop units on multi-story structure**, air cleaner, steam humidifier. **ELECTRICAL** - decorative doorbell chimes, insufficient electrical service, power failures or shortages, intercoms/ speaker systems/ security systems, underground outdoor lighting systems, smoke/CO detectors, ceiling fans, attic/ whole-house fans, exhaust fans, light fixtures, and low voltage systems. **PLUMBING** - sinks, tubs, fixture installation, refrigerator water lines, electronic faucets, shut-off valve (before the water meter), insufficient water pressure, plumbing issues when water pressure is over 80 psi, expansion tanks, failures due to thermal expansion and sediment buildup in water heaters. Frozen pipes, lead/ cast iron/galvanized pipes, piping contained in, under or outside the foundation or slab. Clearing stoppages for interconnected residences, 3"+vent/waste lines, sewer laterals, septic tanks, sewage pumps, jet pumps, well/well pumps, solar systems, water softeners, filters, purification systems, enclosures/ base pans, caulking or grouting, sprinkler systems, backflow prevention, sump pump pipes/hoses/battery/backup system.

CUSTOMER RESPONSIBILITIES

1. You must certify all items are in good working condition as of the date you begin your coverage. Any condition known to be pre-existing or presents evidence of being pre-existing may not be covered under the Plan. Determination of system condition and nature of failure will be made by ServiceOne technicians.
2. The Customer shall make the premises accessible for service to allow needed repairs to be made. Example: entrance accessibility, workspace accessibility, equipment/component accessibility, etc. The Plan does not cover countertops, cabinets or cabinet parts that need to be removed for repair of an appliance.
3. Customer shall ensure sanitary and safe work conditions prior to the technician's arrival. The Plan does not cover repairs where pest or rodent infestations exist.
4. **The Customer should understand and ensure all maintenance on equipment/ systems is performed to manufacturer expectations.** Example: changing filters, cleaning vents, annual furnace and air conditioning maintenance, etc. Failure to ensure proper maintenance of equipment or systems can be considered neglect and impact coverage under the Plan.

EXPLANATION OF 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.
2. ServiceOne reserves the right to buyout the repair (parts & labor as determined by ServiceOne rates) in lieu of performing the repair. **PLEASE NOTE:** Repair costs per kitchen/laundry appliance or **water heater may not exceed \$800.** (as determined by ServiceOne rates) during the life of the appliance. **Repair costs per heating or cooling system may not exceed \$2000.00** (as determined by ServiceOne rates) during the life of the piece of equipment. This repair value is not a credit. It can only be applied toward the repair needed.
3. The Plan does not cover repairs necessitated by design deficiencies, incorrect sizing/ installation, and lack of capacity or out-of-code conditions. The Plan does not cover upgrading or improvement of appliances/ systems. The Company will not consider any failures that do not contribute to the appliance's primary function, including but not limited to communicating/remote access components (Wi-Fi).
4. The Company, 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 the company's control.
5. **ServiceOne does not install used or after-market parts under the Plan. In cases where a part is backordered from the manufacturer, the customer may elect to receive the actual repair costs (parts & labor) or wait for the part to become available. If the part is no longer available, coverage on that item is no longer active. ServiceOne may elect to discontinue coverage on specific appliance brands due to lack of manufacturer support. If model/serial number is not legible, coverage is not available.**
6. The Plan will not cover removal, repair or reconstruction of walls, floorings or ceilings. The Customer may be asked to sign a waiver prior to the Company proceeding with diagnosing or repairing conditions with accessibility needs. In the event of damage resulting from standard accessibility where the homeowner is not available to sign a waiver, or after approving the technician to gain the access needed, the Company would not be held responsible.
7. The Company shall not be required to handle asbestos or other hazardous materials, including flammable refrigerant, to repair or perform maintenance on appliances/systems which may be contaminated with hazardous materials, or in any other way present a health risk to the technician.
8. In events where the Company accepts liability, it will be limited to the property damage sustained by the customer. In no event, will the Company be liable for special, indirect, consequential or punitive damages.
9. The Plan covers mechanical failures due to normal use. Failures resulting from abuse, neglect, misuse, vandalism, fire, flooding, power failures, surges, shortages, non-temperature controlled environments, freezing, acts of weather, animal/pest damage or any other condition beyond the Company's control are not covered.
10. The Plan does not cover any condition due to sediment, rust, corrosion, mineral accumulations or improper venting.
11. **The Company is not responsible for repairs arising from manufacturer's recall or manufacturers' defects. The Plan is not responsible for repairs covered under existing manufacturers, distributors or 3rd party extended warranties. The Plan does not cover any conditions that would be voided under the manufacturer guidelines. If an appliance is covered under its 1st year manufacturer's warranty or an extended warranty, that warranty will be the primary warranty.**
12. Scratches or cosmetic repairs are not covered. Example: pitted, deteriorated, finish discoloring, flaking, etc.
13. 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.
14. The Plan covers clearing plumbing stoppages which can be cleared with standard sewer cable through an existing cleanout without excavation within the perimeter of the home, including branch lines and any resulting plumbing issues.



Service Plan Covered Items

Per your specific agreement

CENTRAL HEATING

- Blower wheels
- Capacitors
- Circuit boards
- Circulation pump (motor only)
- Fan and/or limit controls
- Fan motor
- Flame electrode
- Flame spreader
- Forced draft fan
- Forced draft motor
- Furnace service switch
- Fuse
- Gas valve
- Heating element
- Igniter
- Ignition control module
- Inducer fan/motor assembly
- Main burner
- Manifold
- Pilot burner
- Pressure control
- Pressure gauge
- Pump coupler
- Relay
- Relief valve
- Safety interlock switches
- Sensor
- Sequencer
- Thermal fuse
- Thermocouple
- Thermostat
- Transformer
- Wiring (other than complete rewiring)

HEAT PUMP

- 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)
 - Refrigerant accumulators/receivers*
 - Refrigerant charging****
 - Relay
 - Reversing valve*
 - Thermostat
 - Transformer
 - Valve caps
- *Up to 12 years of age / **Up to 3#’s per year.

AIR CONDITIONER

- Capacitors
- Circuit boards
- Compressors*
- Condenser fan blades
- Condenser fan motors

AIR CONDITIONER (CONT'D)

- Control-type switches
 - Expansion valve
 - Filter dryer
 - Leak repair (minor sealed-system)
 - Refrigerant accumulators/receivers*
 - Refrigerant charging****
 - Relay
 - Service valves
 - Thermostat
 - Transformer
 - Valve caps
- *Up to 12 years of age / **Up to 3#’s per year.

HUMIDIFIER

- Solenoid Valve
- Humidistat
- Motor
- Wiring
- Transformer

WATER HEATER

- Combustion blower and motor
- Drain valves
- Flame 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

PLUMBING

- Toilets
- Faucets
- Shut-offs
- Traps
- Water pipes (CPVC, PEX, Copper)
- Gas pipes
- Drain cleaning (Branch lines 2" or less)
- Pressure regulators

GARBAGE DISPOSAL

- Unlock shredder
- Reset motor

ELECTRICAL

- Components/parts from the main distribution panel forward to include:
- Main Panel
- Transformers
- Ballasts
- Fuse holders & breakers
- Standard switches & outlets
- Door chime unit
- Wiring

REFRIGERATOR

- Appliance cords
 - Capacitors
 - Compressor overload
 - Compressors*
 - 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
 - Heater
 - Hot gas defrost coil
 - Hot gas defrost valve
 - Light switch/bulbs
 - Mullion defrost heater
 - Relays
 - Thermistors
 - Thermostat
 - Thermostatic control dampers
 - Touch pad
- *Up to 5 years of age

CLOTHES WASHER

- Agitator
 - Appliance cords
 - Balancing devices
 - Belts
 - Brake system
 - Clutch
 - Controls (electronics/switches)
 - Door glass
 - Drain hoses
 - Drive block
 - Fill hoses
 - Fuse
 - Gaskets
 - Handles
 - Motor
 - Pulleys
 - Relays
 - Shift levers
 - Snubber
 - Solenoids
 - Splash ring
 - Temperature sensing board
 - Timer
 - Touch pads
 - Transmission*
 - Water pump
 - Water seals
 - Water valve
- *Up to 5 years of age

CLOTHES DRYER

- Appliance cords
- Bearings
- Belts
- Blower wheel
- Cable
- Capacitors
- Control timer
- Door catch
- Door switch
- Drum baffles
- Electronic dry control boards
- Flame sensor
- Flame spreader
- Fuse
- Gas valve
- Gaskets and seals
- Glides
- Heating element
- Heating element switch
- Igniter
- Limit control
- Main burner
- Motor
- Pilot burner
- Printed circuit timer control
- Pulleys
- Regulator
- Relay
- Rollers
- Selector
- Sensor (moisture/dryness)
- Shafts
- Springs
- Light Switch
- Thermal fusible links
- Thermistors
- Thermocouple
- Thermostat
- Touch pad
- Touch pad controls
- Transformer

RANGE/COOKTOP/WALL OVEN

- Door hinges
- Door springs
- Exhaust fan controls
- Exhaust fan motors
- Exhaust fan switches
- Fan control
- Fan motor
- Fuse
- Gas valve
- Gaskets/seals (self-clean only)
- Heating elements
- Igniter
- Ignition modules
- Insulation panels
- Main burner
- Manifold
- Pilot burners
- Printed circuit controls
- Process control switches
- Process control timer

RANGE/COOKTOP/WALL OVEN (CONT'D)

- 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

DISHWASHER

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

FREEZER (stand-alone)

- Appliance cords
 - Capacitors
 - Compressors*
 - Condenser fan blades
 - Condenser fan motor
 - Control-type switches
 - Defrost element
 - Defrost timer
 - Drain hoses
 - Evaporator fan motor
 - Hot gas defrost heater
 - Relay
 - Thermostat
- *Up to 5 years of age