

HomeSmart from Xcel EnergySM Appliance Repair Plan Terms & Conditions

1. **One Year Agreement:** You are purchasing the plan for one full year. Your plan is payable in twelve equal monthly installments starting when your enrollment is approved. Unless you or HomeSmart from Xcel EnergySM cancels the agreement in writing, it is automatically renewed for the next 12 months at the price, terms and conditions then in effect. HomeSmart pricing, terms and conditions may be adjusted at any time. Various billing options are available. Your payment signifies acceptance of this contract.
2. **Single Family Residence:** This contract applies to one single-family residence per agreement. If an appliance, such as a furnace or boiler serves more than one residence, all addresses must be on the plan if that appliance is to be covered.
3. **Coverage Start:** Appliance Repair Plan coverage will begin upon approved enrollment. You will receive a letter confirming the start date, coverage selected, and existing pricing.
4. **Pre-Existing Conditions:** Appliances and other covered equipment must meet building code requirements and be in operating condition at the time plan coverage begins. Pre-existing conditions will not be included in the service contract. HomeSmart from Xcel EnergySM reserves the right to refuse coverage on any appliance determined to have a pre-existing condition. If you sign up for HomeSmart from Xcel EnergySM, we will coordinate the repair of the pre-existing condition and bill that repair in three equal monthly payments at 0% interest with approved credit. Appliances without model and serial numbers cannot be covered.
5. **Authorized Repairs:** The plan shall not be responsible for charges for service or parts purchased or installed by you or performed by non-participating appliance repair technicians or organizations without prior approval from HomeSmart from Xcel EnergySM.
6. **Parts Availability:** HomeSmart from Xcel EnergySM reserves the right to restrict specific makes of equipment from eligibility due to non-availability of parts from the manufacturer and the choice of parts to be used shall be at the discretion of HomeSmart from Xcel EnergySM.
7. **Value Of The Appliance:** If HomeSmart from Xcel EnergySM estimates the cost of a covered repair to be more than the value of your appliance in its current condition or age, or if covered parts are no longer available, HomeSmart from Xcel EnergySM may decline to make the repair and recommend that you replace the appliance. In this event, HomeSmart from Xcel EnergySM may give an instant credit of up to \$100 towards the purchase of a new replacement furnace, boiler, air conditioner, heat pump, evaporative cooler or tankless water heater or \$50 toward replacement of a standard water heater, when purchased from HomeSmart from Xcel EnergySM or a HomeSmart service provider.
8. **Abuse And Other Hazards:** Program service does not cover any materials, parts and labor required as a result of abuse, vandalism, fire, freezing, acts of nature, power or water supply outages, flooded basements or other abnormal conditions. HomeSmart from Xcel EnergySM will not be required to perform services if any asbestos hazard exists, until it has been determined the hazard has been eliminated.
9. **Moving And Relocation:** If you move or relocate outside the HomeSmart from Xcel EnergySM territory within any 12-month contract period, you can terminate the agreement during the year if you have filed no claims for service within the contract year term. If you have had service during that time, you have the option of either paying the total remaining monthly payments or any bill assumed by HomeSmart from Xcel EnergySM. If you move into another area served by HomeSmart from Xcel EnergySM your contract will be automatically transferred to your new address. **Notice of cancellation must be in writing to HomeSmart from Xcel EnergySM** and is effective upon receipt by HomeSmart from Xcel EnergySM at 6981 South Quentin St., Suite A, Centennial, Colorado 80112. The plan is not transferable to the new occupants of your previous home.
10. **Safe Access:** HomeSmart from Xcel EnergySM technicians must have safe access to, and safe working conditions at and around, the appliances and equipment.
11. **Emergency Repair:** Emergency repair calls are taken 24 hours a day 365 days a year. Emergencies constitute potential life threatening conditions such as no heat in the winter. Air conditioning is not considered an emergency except in cases of medical need. Non-emergency repair, maintenance and service call scheduling is provided Monday through Friday during normal working hours.
12. **HomeSmart Account:** HomeSmart from Xcel EnergySM reserves the right to withhold or cancel service if the customer's HomeSmart account is past due.
13. **Repaired Or Replaced Appliances:** Appliances on the plan that have been repaired or replaced under the plan may not be substituted or removed from the plan during the term of the agreement.

14. **Appliance Cannot Be Repaired:** If HomeSmart finds that a repair exceeds the value of an appliance or parts are no longer available, and the appliance is not protected by Replacement Assistance, that appliance will be removed from the Repair Plan. If a similar appliance is to be covered in the future the customer must provide a receipt showing the purchase of a new (not used) appliance.

Services / Items Not Covered Under The Appliance Repair Plan:

1. **Installation, Inspections:** Appliance installation, disconnection, inspection, certification and manufacturer recommended maintenance. (See our Annual Precision Tune-up option for extra coverage on your furnace, boiler or air conditioner.)
2. **Beyond Our Control:** Parts, labor and failures caused by conditions beyond the control of *HomeSmart from Xcel EnergySM* such as inadequate or defective electrical wiring, plumbing, power supply, corrosion, rust, negligence, fire, flood, acts of nature, vandalism, freezing, improper installation, misuse, manufacturer defects or recalls. *HomeSmart from Xcel EnergySM* will not be responsible for direct damages, consequential damages (indirect losses or injuries), illness or injury caused by delays, failure to service, unavailability of parts, labor difficulties and other conditions beyond our control. *HomeSmart from Xcel EnergySM* will use qualified local technicians to perform covered services.
3. **Cosmetics, Shelves:** Parts/labor or failure of appliance cabinets, linings, shelves, trays, rollers, frames, paint, finishes, glass, flues or venting systems beyond the appliance.
4. **Appliance Exclusions:**

Boilers: Oil, Heatmaker, Hydro-Pulse, Glo-Core, combo boiler/water heater units and solar systems; draining and purging of boiler and associated water lines; cleaning boiler, filters or expansion tanks; venting radiators, water supply problems separate from the appliance; boiler sections, conversion burners, low water cutoff, gas shutoff valves on supply pipe, radiator cooling coils, piping. Venting beyond the appliance connection.

Central Air Conditioner Or Heat Pump: Combination air conditioner/ heater systems, window units, whole house fans, air distribution system such as ductwork and dampers. Compressor, leak in line set or condenser coil, electrical connections outside of unit, reversing valve.

Clothes Dryer: Light bulbs, venting, drum, gas and electric supply.

Clothes Washer: Suds saver, transmission, shaft and mode shifter, or related parts or tub/basket. Water/electric supply, water supply hoses or shutoffs, tub seals and main or rear bearings.

Dishwasher: Racks, tub, panels or water/electric supply or shutoffs.

Evaporative Cooler: Water supply and distribution system, filters, damage due to lack of maintenance or winterization.

Furnaces: Oil, electric or floor furnaces/heaters; Amana HTM, Lennox Complete Heat, Lennox Pulse, combination gas/wood burning, outside units, combination air conditioner/heater or wall furnaces/heaters; unit, space or pool heaters; water heater systems used to heat the residence. Air cleaners, filters, zone controls, or correction of any problems connected to the air distribution system. Venting beyond the appliance connection.

Gas Fireplace: Logs, glass, sand, doors, hinges, screens, seals, gaskets, flue, cleaning, batteries and remote control, ventless fireplaces.

Humidifier: Steam and stand alone humidifiers.

Microwave Oven: All microwave ovens, unless they are part of a wall oven with common controls and power source.

Ranges, Cook Tops And Wall Ovens: Analog clocks, ceramic/glass cooktops, exhaust systems, exhaust fans, vents, light bulbs, racks and glass door panels.

Refrigerator Or Freezer: Under counter refrigerators or wine coolers. Shelves, drawers, doors and door gaskets, video entertainment displays, sealed system leaks, condenser or evaporative coils, filter and water filtration systems and water tubing.

Water Heater: Water heater systems used to heat the residence. Water heater tank, heat exchanger, flue baffle and venting beyond appliance connection, gas supply piping, water supply piping and shut off, and anode rod. Purging and cleaning of water heaters.

5. **Commercial Appliances:** Non-residential and commercial appliances such as air conditioners greater than 5 tons, rooftop units and coin-operated clothes washers/dryers.
6. **Refrigerant Recycling:** All costs associated with the reclaim/recycling of refrigerants.
7. **Food:** Cost of food spoilage.
8. **Appliances And Parts Not Listed:** Any other appliances, parts or related labor not shown on the Coverage Chart.

HomeSmart from Xcel EnergySM Appliance Repair Plan Coverage List

FURNACE

(Excludes Heat Exchanger*)
Belts and Pulleys
Blower Motor
Blower Wheel
Burners
Capacitor
Circuit Boards
Fan Bearings
Fan Control
Flame Spreader
Fuses
Gas Valve
Ignitor
Inducer Motor
Limit Controls
Pilot Burner
Regulator
Relays
Sensor
Switch
Thermocouple
Thermostat - Standard
Transformer

BOILER

(Excludes heat exchanger*)
Air Vents
Aquastat
Back Flow Preventer
Bearings
Circuit Boards
Circulating Motor
Circulating Pump
Expansion Tank
Feed Water Valve
Gas Controls
Ignitor
Pressure Gauge
Pump Coupler
Regulator
Relays
Relief Valve
Sensor
Thermocouple
Thermostat
Transformer
Zone Valve

EVAPORATIVE COOLER

Bearings
Belts and Pulleys
Blower Wheel
Float Valve Assembly
Motor
Motor Connector
Pump

CENTRAL AIR CONDITIONER (or HEAT PUMP)

(Excludes Window AC Units)
(Excludes Compressor and Evaporative Coil*)
Belts and Pulleys
Capacitor
Condenser Cleaning – (as necessary for operation)
Condenser Fan
Evaporator Fan
Fan Bearings
Fan Control
Fuses
Heater Element - (external from compressor)
Limit Control
Refrigerant**
Relay
Standard Thermostat
Timer
Transformer

WATER HEATER - STANDARD AND TANKLESS

(Excludes Tank, Heat Exchanger*)
Dip Tube
Fan Motor
Fuses
Gas Valve
Heater Element
Ignitor
Limit Controls
Main Burner
Pilot
Pressure Switch
Regulator
Relay
Relief Valve
Sensors
Thermocouple
Thermostat

GAS FIREPLACE/LOGS

Circuit Board
Gas Valve
Ignitor
Pilot
Sensor
Switches
Thermocouple
Thermostat
** These items are covered under the Replacement option.*

REFRIGERATOR

Auger
Auger Motor
Capacitor
Compressor
Condenser Fan Motor
Defrost Drain Cleaning
Defrost Heater
Door Cams and Hinges
Drain Heater
Electronic controls
Fan Bearings
Fan Control
Fan Motor
Fan Switch
Fuses
Ice Maker
Light Switch
Limit Control
Refrigerant**
Relay
Service Cord
Thermostat
Timer
Water and Ice Dispenser
Water Valve

DISHWASHER

Belts and Pulleys
Bimetal Triggers
Circulating Pump and Motor
Electronic Controls
Door Latch and Hinges
Drive Motor
Electrical Switches
Fan Control and Motor
Fuses
Knobs
Gaskets and Seals
Heater Element
Impeller Kits
Limit Control
Relay
Service Cord
Dispensers
Springs
Thermostat
Timer
Transformer
Washer Arms
Water Controls

TRASH COMPACTOR

Electronic Controls
Motor
Power Switch
Directional Switch
Pedal
Gear Box
Service Cord
Slide Track Transformer

FREEZER

Capacitor
Compressor
Condenser Pan
Defrost Heater
Fan Control
Fan Motor
Fan Switch
Fuses
Light Switch
Limit Control
Refrigerant**
Relay
Service Cord
Thermostat
Timer

RANGE, COOKTOP, WALL OVEN (Microwave if part of Wall Oven)

Burners
Capacitor
Circulating Fan
Diode
Door Hinges
Door Latch
Electronic Controls
Fan Control
Fuses
Gas Valve
Gaskets and Seals
Heater Elements
Ignitor
Ignitor Switches
Knobs
Lock Motor
Lock Solenoid
Magnetron
Magnetron Cooling Fan
Membrane
Pilot
Receptacles
Relay
Regulator
Selector Switch
Sensor
Service Cord
Surface Element
Switches
Terminal Block
Thermistor
Thermocouple
Thermostat
Transformer
Triac
Turntable Assembly

*** HomeSmart reserves the right to decline refrigerant charges due to Federal regulations.*

CLOTHES WASHER

(Excludes Transmission, Shaft and Mode Shifter*)
Agitator
Belts and Pulleys
Circulating Pump
Clips
Dispensers
Door Catches
Drive Motor
Electric Water Valves
Electrical Switches
Electronic Controls
External Clutch
Fuses
Hinges
Hoses - Internal
Knobs
Leaking Door Seal or Boot
Relay
Service Cord
Spline
Switches
Timer
Transformer
Water Level Control

CLOTHES DRYER

Bearings
Belts and Pulleys
Control Timer
Door Catch
Drum Support
Electronic Controls
Fan Motor
Fuses
Gas Valve
Gaskets and Seals
Heater Element
Ignitor
Impeller
Knobs
Limit Control
Lint Filter
Main Burner
Relay
Rollers
Selector Switch
Sensor
Service Cord
Switches and Controls
Terminal Block
Thermistor
Thermostat

HUMIDIFIER

Solenoid Valve
Fan Motor
Pad

HomeSmart from Xcel EnergySM Certified EfficiencyPlusTM Terms & Conditions

1. **One Year Agreement:** You are purchasing the plan for one full year. Your plan is payable in twelve equal monthly installments starting when your enrollment is approved. Unless you or HomeSmart from Xcel EnergySM cancels the agreement in writing, it is automatically renewed for the next 12 months at the price, terms and conditions then in effect. HomeSmart pricing, terms and conditions may be adjusted at any time. Various billing options are available. Your payment signifies acceptance of this contract.
2. **Single Family Residence:** This contract applies to one single-family residence per agreement. If an appliance, such as a furnace serves more than one residence, all addresses must be on the plan if that appliance is to be covered.
3. **Coverage Start:** Certified EfficiencyPlusTM coverage will begin upon approved enrollment. You will receive a letter confirming the start date, coverage selected, and existing pricing.
4. **Pre-Existing Conditions:** Appliances and other covered equipment must meet building code requirements and be in operating condition at the time plan coverage begins. Pre-existing conditions will not be included in the service contract. HomeSmart from Xcel EnergySM reserves the right to refuse coverage on any appliance determined to have a pre-existing condition. If you sign up for HomeSmart from Xcel EnergySM, we will coordinate the repair of the pre-existing condition and bill that repair in three equal monthly payments at 0% interest with approved credit.
5. **Annual Precision Tune-Up:** HomeSmart from Xcel EnergySM will conduct an annual efficiency and safety check on the covered Furnace and/or Central Air Conditioner / Heat Pump.
6. **Authorized Repairs:** The plan shall not be responsible for charges for service or parts purchased or installed by you or performed by non-participating appliance repair technicians or organizations without prior approval from HomeSmart from Xcel EnergySM.
7. **Parts Availability:** HomeSmart from Xcel EnergySM reserves the right to restrict specific makes of equipment from eligibility due to non-availability of parts from the manufacturer and the choice of parts to be used shall be at the discretion of HomeSmart from Xcel EnergySM.
8. **Value Of The Appliance:** If HomeSmart from Xcel EnergySM estimates the cost of a covered repair to be more than the value of your appliance in its current condition or age, or if covered parts are no longer available, HomeSmart from Xcel EnergySM may decline to make the repair and recommend that you replace the appliance. In this event, HomeSmart from Xcel EnergySM may give an instant credit of up to \$100 towards the purchase of a new replacement furnace, boiler, air conditioner, heat pump or tankless water heater or \$50 toward replacement of a standard water heater, when purchased from HomeSmart from Xcel EnergySM or a HomeSmart service provider.
9. **Abuse And Other Hazards:** Program service does not cover any materials, parts and labor required as a result of abuse, vandalism, fire, freezing, acts of nature, power or water supply outages, flooded basements or other abnormal conditions. HomeSmart from Xcel EnergySM will not be required to perform services if any asbestos hazard exists, until it has been determined the hazard has been eliminated.
10. **Moving And Relocation:** If you move or relocate outside the HomeSmart from Xcel EnergySM territory within any 12-month contract period, you can terminate the agreement during the year if you have filed no claims for service within the contract year term. If you have had service during that time, you have the option of either paying the total remaining monthly payments or any bill assumed by HomeSmart from Xcel EnergySM. If you move into another area served by HomeSmart from Xcel EnergySM your contract will be automatically transferred to your new address. **Notice of cancellation must be in writing to HomeSmart from Xcel EnergySM** and is effective upon receipt by HomeSmart from Xcel EnergySM at 6981 South Quentin St., Suite A, Centennial, Colorado 80112. The plan is not transferable to the new occupants of your previous home.
11. **Safe Access:** HomeSmart from Xcel EnergySM technicians must have safe access to, and safe working conditions at and around, the appliances and equipment.
12. **Emergency Repair:** Emergency repair calls are taken 24 hours a day 365 days a year. Emergencies constitute potential life threatening conditions such as no heat in the winter. Air conditioning is not considered an emergency except in cases of medical need. Non-emergency repair, maintenance and service call scheduling is provided Monday through Friday during normal working hours.
13. **HomeSmart Account:** HomeSmart from Xcel EnergySM reserves the right to withhold or cancel service if the customer's HomeSmart account is past due.

14. **Repaired Or Replaced Appliances:** Appliances on the plan that have been repaired or replaced under the plan may not be substituted or removed from the plan during the term of the agreement.
15. **Appliance Cannot Be Repaired:** If HomeSmart finds that a repair exceeds the value of an appliance or parts are no longer available, and the appliance is not protected by Replacement Assistance, that appliance will be removed from the Certified EfficiencyPlus plan. If a similar appliance is to be covered in the future the customer must provide a receipt showing the purchase of a new (not used) appliance.

Services / Items Not Covered Under The Certified EfficiencyPlus™ Plan:

1. **Installation, Inspections:** Appliance installation, disconnection, inspection, certification and manufacturer recommended maintenance in excess of our Annual Precision Tune-up.
2. **Beyond Our Control:** Parts, labor and failures caused by conditions beyond the control of HomeSmart from Xcel EnergySM such as inadequate or defective electrical wiring, plumbing, power supply, corrosion, rust, negligence, fire, flood, acts of nature, vandalism, freezing, improper installation, misuse, manufacturer defects or recalls. HomeSmart from Xcel EnergySM will not be responsible for direct damages, consequential damages (indirect losses or injuries), illness or injury caused by delays, failure to service, unavailability of parts, labor difficulties and other conditions beyond our control. HomeSmart from Xcel EnergySM will use qualified local technicians to perform covered services.
3. **Cosmetics, flues And Venting:** Parts/labor or failure of appliance cabinets, linings, frames, paint, finishes, flues or venting systems beyond the appliance.

4. Appliance Exclusions:

Central Air Conditioner Or Heat Pump: Combination air conditioner/ heater systems, window units, whole house fans, air distribution system such as ductwork and dampers, leak in line set or condenser coil, electrical connections outside of unit, reversing valve.

Furnaces: Oil, electric or floor furnaces/heaters; Amana HTM, Lennox Complete Heat, Lennox Pulse, combination gas/wood burning, outside units, combination air conditioner/heater or wall furnaces/heaters; unit, space or pool heaters; water heater systems used to heat the residence. Air cleaners, filters, zone controls, or correction of any problems connected to the air distribution system. Venting beyond the appliance connection.

Water Heater: Water heater systems used to heat the residence. Water heater tank and dip tube, tankless heat exchanger, flue baffle and venting beyond appliance connection, gas supply piping, water supply piping and shut off, and anode rod. Purging and cleaning of water heaters.

5. **Commercial Appliances:** Non-residential and commercial appliances such as air conditioners greater than 5 tons and rooftop units.
6. **Refrigerant Recycling:** All costs associated with the reclaim/recycling of refrigerants.
7. **Appliances And Parts Not Listed:** Any other appliances, parts or related labor not shown on the Coverage List.

HomeSmart from Xcel EnergySM Certified EfficiencyPlus™ Coverage List

<p>FURNACE (Excludes Heat Exchanger*) Belts and Pulleys Blower Motor Blower Wheel Burners Capacitor Circuit Boards Fan Bearings Fan Control Flame Spreader Fuses Gas Valve Ignitor</p>	<p>Inducer Motor Limit Controls Pilot Burner Regulator Relays Sensor Switch Thermocouple Thermostat -Standard Transformer</p>	<p>CENTRAL AIR CONDITIONER (or HEAT PUMP) (Excludes Window AC - Units) (Excludes Compressor and Evaporative Coil*) Belts and Pulleys Capacitor Condenser Cleaning – (as necessary for operation) Condenser Fan Evaporator Fan Fan Bearings</p>	<p>Fan Control Fuses Heater Element - (external from compressor) Limit Control Refrigerant** Relay Standard Thermostat Timer Transformer WATER HEATER – STANDARD or TANKLESS (Excludes Tank, Heat Exchanger*)</p>	<p>Dip Tube Fan Motor Fuses Gas Valve Heater Element Ignitor Limit Controls Main Burner Pilot Pressure Switch Regulator Relay Relief Valve Sensors Thermocouple Thermostat</p>
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* These items are covered under the Replacement option.
 ** HomeSmart reserves the right to decline refrigerant charges due to Federal regulations.

HomeSmart from Xcel EnergySM Replacement Assistance Terms & Conditions

- Covered Appliances: Replacement Assistance must be purchased separately**, and is applicable to only those appliances for which the customer currently has coverage through the *HomeSmart from Xcel EnergySM* Appliance Repair Plan or the Certified EfficiencyPlusTM Plan. Pre-existing conditions will not be covered by Replacement Assistance.
- Replacement:** If *HomeSmart from Xcel EnergySM* determines the cost of the covered repair for an appliance exceeds the value of the appliance and is not worth repairing, or the covered parts are no longer available for the appliance, *HomeSmart from Xcel EnergySM* will provide replacement reimbursement. Once a replacement claim has been filed, no further repairs will be made on that appliance. The value of the appliance/equipment considered for replacement is based on the age, make, model, size, features (including color), and serial number of the existing appliance. Reimbursement for the purchase of a new (not used or reconditioned) appliance will be equal to the *HomeSmart from Xcel EnergySM* Replacement Reimbursement Schedule, No 5 below.
- Approval Process:** Replacement claims must be submitted and approved prior to the purchase of a new appliance.
- Customer Choice:** If the customer chooses to replace the covered appliance with one of greater value than the reimbursement payout, the customer will be responsible for the difference in the retail price (including installation, taxes and delivery).
- Replacement Reimbursement Schedule:**

Appliance Type:	Payout:	Appliance Type:	Payout:
A/C A - Coil	\$425	Gas Fireplace	\$750
A/C Condensing Unit /Heat Pump	\$750	Humidifier	\$150
Boiler	\$750	Range - Gas or Electric	\$375
Clothes Dryer - Gas or Electric	\$300	Refrigerator	\$650
Clothes Washer	\$300	Stacking Combo - Washer/Dryer	\$850
Cook Top - Gas or Electric	\$275	Trash Compactor	\$300
Dishwasher	\$350	Wall Oven - Double	\$1,200
Evaporative Cooler	\$300	Wall Oven - Single	\$600
Freezer	\$225	Water Heater – Standard, Gas / Electric	\$275
Furnace	\$750	Water Heater - Tankless	\$750

- Coverage Start:** In conjunction with the *HomeSmart from Xcel EnergySM* Terms and Conditions, Replacement Coverage will begin 30 days after enrollment.
- Additional Covered Parts:** Furnace heat exchanger or boiler heat exchanger leaking water or carbon monoxide, air conditioner/heat pump compressor and evaporator coil, water heater tank, tankless heat exchanger, washer transmission, shaft and mode shifter, main or rear bearings – these items that are not covered in the existing *HomeSmart from Xcel EnergySM* Appliance Repair Plan or Certified EfficiencyPlusTM Plan Terms and Conditions will be eligible for replacement coverage through this program.
- Proof Of New Replacement Purchase:** The customer will be responsible for selecting and purchasing the new replacement appliance and must provide proof of replacement to the plan administrator working with *HomeSmart from Xcel EnergySM*. Receipts and required building permits for replacement must be submitted to the administrator within 90 days of claim approval, or payment will be forfeited.
- Clear Payment:** After the invoice is received and approved by the plan administrator, the customer will receive a flat rate allowance (see No 5, the Replacement Reimbursement Schedule) for the replaced appliance.
- Replacement Assistance is subject to all *HomeSmart from Xcel EnergySM* Appliance Repair Plan and Certified EfficiencyPlusTM Plan coverage Terms and Conditions with the exceptions noted in #7 above.**