

WorryFree®
REPAIR-REPLACE-PROTECT



PSE&G **WorryFree®**
Residential Contract
Program

**Terms and
Conditions**



PSEG

We make things work for you.

Public Service Electric and Gas Company
80 Park Plaza, Newark, NJ 07102
1-800-350-PSEG (7734) • pseg.com/worryfree

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A subsidiary company of

Public Service Enterprise Group Inc.



PSEG

We make things work for you.

Welcome to PSE&G WorryFree®

You've made a wise decision to choose **WorryFree** Residential Contract coverage. As a valued member of our **WorryFree** Program, you'll enjoy the peace of mind that comes with...

- **Dependable coverage** for repair service and the parts that tend to fail – with no deductibles or labor charges to replace covered parts.†
- **Simple, one-call scheduling** – 24 hours a day, 7 days a week.††
- **Fast response†† for repair work at any time** from New Jersey's largest fleet of appliance repair trucks.
- **Reliable, experienced technicians** who carry ID badges and have a proven track record for meeting appointments. What's more, they're backed by a company that's been in business for over 100 years.
- **Convenient monthly payments** that appear right on your PSE&G energy bill.
- **Plus added benefits**, like free tickets to home shows and other events...and **FREE** membership in **Buyer's Edge Inc.™** wholesale pricing program.

This booklet contains important information about appointment scheduling, safety, and **WorryFree** terms and conditions. **Please keep it in a safe place so you can refer to it easily.** And, of course, if you have any questions, feel free to call us anytime. Visit pseg.com/terms for the latest terms and conditions.

Thanks for choosing **WorryFree**. We look forward to serving you!

For questions or to schedule an appliance repair, call us anytime, day or night, at:

1-800-350-PSEG (7734)

All service requests are handled in the order in which they are received.

NOTE: PSE&G WorryFree Services are only available to customers located in PSE&G's service territory. Service companies other than PSE&G may provide similar services. A list of those companies may be available from public listings, including telephone directories.

† Subject to parts availability. Not all parts are covered.
†† Response times will vary by seasonal demands and by the nature of the problem. Contracts do not provide priority service, regular maintenance, a guaranteed response time, or annual inspections.

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Before Your Appointment...

Please go through the following checklist, so we can service your appliances safely and efficiently.

- ☒ Inform your service technician of any unusual situations, such as loose or broken steps and railings.
- ☒ Make sure all walkways are clear of obstructions, including snow and debris.
- ☒ Secure all pets outdoors, or in a room away from the work area.
- ☒ Ensure safe, unobstructed access to the appliance being serviced.
- ☒ Be certain that the area around the appliance is dry, clear, and well lit. *We cannot service an appliance if it is surrounded by standing water.*
- ☒ For heating and cooling equipment located in attics, please make sure that...
 - ☒ Your access door is at least 24" x 36" in size.
 - ☒ All passageways and service areas are covered with solid/secured flooring.
 - ☒ A fixed light is installed near the appliance.
 - ☒ Your attic can be accessed by a staircase or OSHA-approved ladder of adequate height.
 - ☒ The minimum clearance shall be: 48" between the floor and overhead construction where access is required for servicing or cleaning, and 24" at sides of the appliance where access is required for servicing or cleaning.
- ☒ For heating and cooling equipment located in a basement or utility room which is accessible only through a crawl space, ensure that such crawl space shall meet minimum clearance.
 - ☒ The access door or other means of entry to the crawl space shall not be less than 24" x 36", and large enough to allow the largest appliance part to enter. The passageway from the point of entry to the service area shall be at least 24" wide and 48" high. The minimum clearance shall be: 48" between the floor and overhead construction where access is required for servicing or cleaning, and 24" at sides of the appliance where access is required for servicing or cleaning.

WorryFree® Program Terms, Conditions, and Limitations

General Conditions

- This agreement is between PSE&G and participants in the **WorryFree** Residential Contract Program (hereinafter referred to as the "Contract Program," "Residential Program," or "Program") for residential-type **natural gas furnaces and boilers; heat pumps; ductless heating and cooling; natural gas or electric storage-type water heaters; natural gas tankless water heaters; electric central air conditioners; refrigerators; freezers; dishwashers; clothes dryers; washing machines; stoves/ranges, cooktops, and wall ovens; gas piping; gas grills; pool heaters and gas fireplaces.** All other equipment and/or appliances are specifically excluded from coverage under the Residential Program.
- PSE&G warrants that, subject to the terms and conditions stated herein, PSE&G will repair or replace covered residential appliance parts or equipment component parts that become defective or inoperable as a result of normal wear and usage. PSE&G makes no other expressed or implied warranties or guarantees of any kind, and any implied warranties or guarantees are expressly disclaimed.
- PSE&G **WorryFree** Services are only available to customers in PSE&G's service territory. Companies other than PSE&G may provide similar services. A list of those companies may be available from public listings, including telephone directories.
- Residential Contracts only cover the specified replacement parts and services associated with the adjustment and repair of covered gas and electric equipment and appliances. Covered services, parts, and labor are provided by PSE&G at no additional cost.
- The Residential Program is optional. In the absence of a Residential Contract, and with your consent, parts will be adjusted, repaired, or replaced for a fee in accordance with PSE&G's pricing and procedures then in effect.
- The Residential Contract applies to one single-family dwelling unit per agreement.
- The Residential Program shall take effect at 12:00 am on the start date of the service contract. The start date is determined by the end of a mandatory "waiting period" that begins with the date your order is processed by PSE&G. The applicable waiting period varies by the type of appliance contract purchased and is available on all marketing solicitations as well as the PSE&G website at pseg.com/terms. The Program does not cover parts ordered/or installed during the waiting period.

- PSE&G reserves the right to change the price, scope of coverage, or any terms of the Contract Program at any time. In the event of such changes, you may discontinue participation in the Contract Program. Visit pseg.com/terms for the latest terms and conditions.

Limitations

- All equipment and parts must be in good working condition on the date the Residential Program becomes effective. Preexisting defects are not covered. Defective or inoperative appliances and/or equipment are ineligible for coverage. PSE&G assumes no responsibility and shall not be liable for any losses or damages caused by or arising from equipment malfunction, whether covered under the Contract Program or not. PSE&G shall not be liable for losses or damages of any kind resulting from the failure or inoperability of equipment or systems in excess of the payment received by PSE&G under this agreement.
- All equipment is subject to inspection, at PSE&G's discretion, before acceptance into the Contract Program.
- All service calls received by PSE&G are handled in order of receipt of request. Within the constraints of weather and workload conditions, PSE&G will endeavor to promptly repair or replace covered parts at no charge. PSE&G will not be responsible for unavailability of parts, labor difficulties, acts of nature, fires, floods, or any other conditions beyond the reasonable control of PSE&G.
- All parts replaced under this Program become the exclusive property of PSE&G without rebate or allowance in any form.
- *Multiple Appliances Located in Same Residence* – If there is more than one gas furnace or boiler, electric central air conditioner, or other appliance of the same type in the residence (e.g., two washers or two refrigerators), a Contract must be purchased for each appliance, or Contract service will not be provided. This restriction does not apply to heating or cooling equipment installations by PSE&G for a period of one year from the date of installation.
- *Alternate Heating Systems* – If the heating system is designed by the manufacturer to utilize the domestic water heater to supply heated water to a distribution system, a Premier Boiler Contract must be purchased with a Water Heater Contract, or contract service will not be provided.
- *Laundry Equipment* – Combination washer/dryer machines, where the washing compartment and drying compartment are separate, require the purchase of a Washer Contract and a Dryer Contract, or

contract service will not be provided. Ventless condensing dryers and combination washer/dryers where the washing compartment and drying compartment are the same are excluded from the Program.

- *Central Air Conditioning* – If you do not have an Air Conditioning Contract in force with PSE&G, and a part covered by your Residential Heating Contract fails while in use as part of an electric central air conditioning system, the covered part will be replaced, provided that you agree to pay PSE&G the current air conditioning diagnostic fee.
- PSE&G reserves the right to restrict specific makes and or models of equipment from coverage. In the event that PSE&G does not make the repair, the Company will cancel coverage for this specific appliance and will refund your payments from the effective date of your contract coverage, or date of the last covered repair (whichever is less), for up to 12 months.
- PSE&G has the right to select specific parts to complete the repair. In the event that PSE&G does not make the repair, the Company will cancel coverage for this specific appliance and will refund your payments from the effective date or renewal date of your contract coverage, or date of the last covered repair (whichever is less), for up to 12 months.
- If and when PSE&G determines the repair is not reasonably practical based on the age and condition of the appliance, the Company reserves the right not to repair the equipment. In the event that PSE&G does not make the repair, the Company will cancel coverage for this specific appliance and will refund your payments from the effective date or renewal date of your contract coverage, or date of the last covered repair (whichever is less), for up to 12 months.
- All equipment must be labeled with the manufacturers' model and serial number and conform to the requirements of the American National Standards Institute (ANSI) and be installed in accordance with the installation requirements of the manufacturer, PSE&G, and/or the authority having jurisdiction. The installation and operation of equipment and appliances must conform to all local and state codes and regulations.
- The Contract holder is responsible for providing safe and adequate access to all equipment. Adequate access shall comply with PSE&G "means of access" standards as shown in Chapter 4 of the "General Criteria for Installation of Gas Appliance & Gas Piping." Inaccessible equipment is not eligible for coverage.

- All work must be performed by PSE&G service technicians. There is no reimbursement for covered repairs provided by parties other than PSE&G.
- Participation in the Residential Program may void existing manufacturers' warranties. PSE&G assumes no responsibility for the cancellation of any manufacturer's warranty resulting from your participation in the Residential Program.

Contract Program Renewal

Unless otherwise notified by you, PSE&G shall automatically renew coverage upon expiration of this agreement.

Coverage Term

- The minimum term for contract coverage is a period of 12 months.
- Payments can be made in one payment or monthly installments.

Missed or Late Payments

- If you do not make your payments as scheduled:
 - PSE&G may suspend and/or cancel your contract coverage and demand immediate payment of your total balance owed. No repairs will be made until the account is brought up to date.
 - During the period of suspension or cancellation, you may request service outside the terms and conditions of the **WorryFree** Program. Parts will be adjusted, repaired, or replaced for a fee in accordance with PSE&G's pricing and procedures then in effect. Payment for those services may be due upon completion of the service provided.

Change of Address

- Coverage is not transferable to a new address and terminates at your present address when your account is closed. Any balance remaining for unused contract coverage that was paid in full will be refunded. If you have any past due or current balance owed, that amount will appear on your final bill.
- You may request to continue coverage at your new address. PSE&G **WorryFree** Services are only available to customers who reside in PSE&G's service territory. Companies other than PSE&G may provide similar services. A list of those companies may be available from public listings, including telephone directories.

Contract Program Cancellations

- PSE&G reserves the right to terminate participation

in the Contract Program under the following circumstances:

- Delinquent or non-payment
- If any of the original manufacturer's parts are no longer available, and if there are no reasonably available alternate or interchangeable parts. PSE&G will not be obligated to retrofit generic parts.
- If covered equipment does not meet listed Program eligibility requirements.
- If removing a defective part, or installing a replacement part, could cause a safety hazard or equipment damage.
- If and when PSE&G determines the repair is not reasonably practical based on the age and condition of the appliance.
- If the equipment is not used for its usual or designated purposes.
- If your contract coverage is terminated by PSE&G, the Company will cancel coverage for this specific appliance and will refund your payments from the effective date or renewal date of your contract coverage, or date of the last covered repair (whichever is less), for up to 12 months.
- If your contract coverage is canceled for non-payment, you will be responsible for paying the outstanding balance of the full contract annual price if service was performed during the period.

You have the right to cancel your Residential Program contract at any time for any reason. You must notify PSE&G of the cancellation in writing to:

PSE&G **WorryFree** Contract Program
PO Box 1757
Newark, NJ 07101-9680

- If you cancel within the first 30 days of sign-up or renewal, and if no service has been provided on the covered appliances, you will receive a full refund for payments made on those appliance(s). If you cancel after 30 days of the enrollment or renewal period, you may request a pro-rata refund on the service contract price for the unexpired term. If a service repair was made, you will be billed for the remaining balance of the 12-month annual contract price.
- If you cancel a Contract, the coverage may not be reinstated for a period of up to one year from the date of cancellation without PSE&G authorization.

General Exclusions

- Routine inspections or normal preventive maintenance such as: cleaning and/or replacing air filters; adjusting air registers; cleaning or balancing ductwork; lubricating motors or other moving parts; maintenance cleaning of blower wheels, gauge glasses, and low water cutoffs; except as noted, draining expansion tanks; bleeding air from radiators; purging or topping off hot water heating systems; equipment cleaning; removing dryer lint, and/or any preventive maintenance required by the manufacturer.
- Except otherwise noted, materials and labor for any service in addition to those specified in the Contract, such as sheet metal work, plumbing repairs, leak repairs to house piping, electrical wiring repairs, and equipment relocation.
- Repairs necessary due to negligence, theft, misuse, abuse, vandalism, or lack of normal preventive maintenance.
- Failures caused by fire, freezing, water damage, power supply outages, floods, acts of nature, or any other conditions beyond the reasonable control of PSE&G.
- Repairs necessary due to faulty equipment design, improper installation, or work done by anyone other than PSE&G.
- Commercial applications of all equipment. This includes gas furnaces and boilers and/or electric central air conditioning units supplying four or more families.
- Gas central heating turn-on from Labor Day through October 31st.
- Installation of new or replacement equipment.
- Appearance and trim parts, finish defects, rusting, corrosion, chipped porcelain and porcelain flaws, exterior housings, or component failure caused by rust or corrosion.
- Parts that are no longer available, and for which no reasonable replacement exists.
- Replacement parts not listed in this booklet.
- Priority service. Our response times vary by seasonal demands and by the nature of the problem. Twenty-four hour response time is not guaranteed.
- Preexisting conditions. Equipment must be in good working condition on the effective date of coverage.
- Reimbursement for work done by others.

Parts and services not covered may be supplied, repaired, or replaced for a fee in accordance with PSE&G's present procedures. They may also require service from an independent contractor at your expense.

HEATING CONTRACTS

Standard Contract – Residential Natural Gas Furnaces/Boilers Premier Contract – Residential Gas Hot Water Boilers

Standard Residential Heating Contracts cover central gas furnaces and boilers with an input rating of less than 400,000 BTUs on the manufacturer's nameplate. (See below for the list of covered parts under the Standard contract.)

Premier Residential Heating Contracts cover gas hot water boilers with an input rating of less than 400,000 BTUs on the manufacturer's nameplate. (See below for the extended list of covered parts under the Premier contract.)

(Also see Types of Heating Unit Exclusions on page 15.)

<i>Parts Covered</i>	<i>Standard</i>	<i>Premier</i>
Aquastats	Y	Y
Automatic ignition system components	Y	Y
Belts and pulleys	Y	Y
Blower motors*	Y	Y
Blower wheels (direct drive only)	Y	Y
Burners (main)	Y	Y
Burners (pilot)	Y	Y
Capacitors	Y	Y
Circulator motors, couplers, and motor mounts (no water involved)	Y	Y
Condensate pumps	Y	Y
Conversion burner motors*	Y	Y
ECO safeties	Y	Y
Electric switches	Y	Y
Fan and limit controls	Y	Y
Fusible links	Y	Y
Gas appliance pressure regulators	Y	Y
Gas A valves	Y	Y
Gas B valves	Y	Y
Gas controls	Y	Y
Gauge glasses and associated hardware	Y	Y
Induced draft motor assemblies	Y	Y
Internal wiring	Y	Y
Low water cut-off controls (steam systems only)	Y	Y

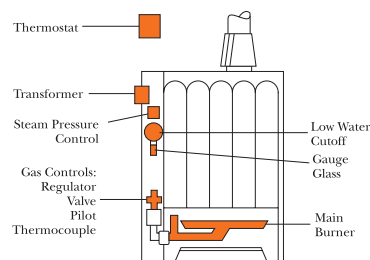
<i>Parts Covered</i>	<i>Standard</i>	<i>Premier</i>
Pilot and burner tubing	Y	Y
Pilot generator cartridges	Y	Y
Pilot safeties	Y	Y
Power burner motors*	Y	Y
Pressure relief valves (steam systems only)	Y	Y
Pressure switches	Y	Y
Spill switches	Y	Y
Standard area/room thermostats** (remote temperature sensors are not included)	Y	Y
Steam pressure controls and siphons	Y	
Switching relays	Y	Y
Thermocouples	Y	Y
Thermostat back plates	Y	Y
Thermostat batteries (hard wired only)	Y	Y
Transformers	Y	Y
Vent dampers	Y	Y
Zone valve operators (no water involved)	Y	Y
Air vents		Y
Aquastat wells		Y
Automatic Air Eliminators – all types		Y
Bearing assemblies		Y
Circulator pumps		Y
Drain valves		Y
Draining, refilling, and purging hydronic systems following covered repairs		Y
Expansion tanks		Y
Flow control valves		Y
Low water cutoffs		Y
Pressure reducing valves		Y
Pressure relief valves		Y
Purge air bound distribution loops (excluding individual radiators)		Y
Purge valves		Y
Repair of water leaks to connections of covered parts		Y
Temperature and pressure gauges		Y
Zone valves		Y

* If a replacement motor is unavailable, the motor will be rebuilt, if feasible.

** Defective automatic set-back thermostats will be replaced with comparable models used by PSE&G at the time of replacement. Defective thermostats containing mercury will be replaced with mercury-free models.

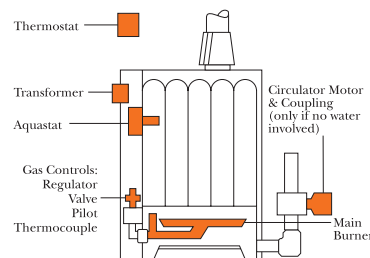
Steam Boiler

Shaded areas highlight the location of certain covered parts.



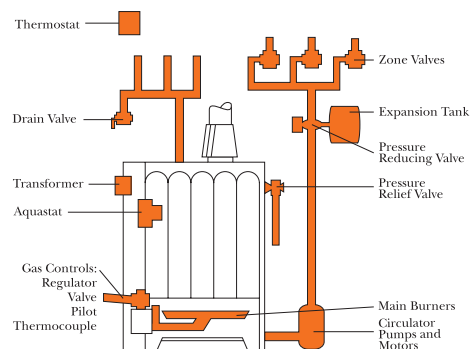
Hot Water Boiler

Shaded areas highlight the location of certain covered parts.



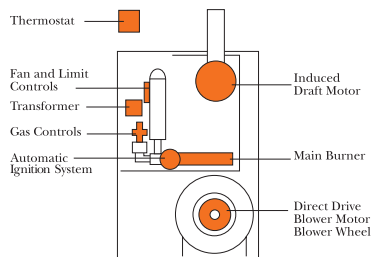
Premier Gas Hot Water Boiler

Shaded areas highlight the location of certain covered parts.



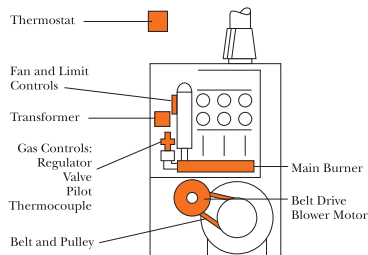
High Efficiency Furnace

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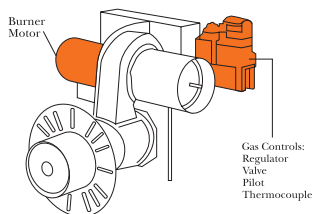
Warm Air Furnace

Shaded areas highlight the location of certain covered parts.



Conversion Gas Burner

Shaded areas highlight the location of certain covered parts.



Parts NOT Covered

- Accessory components, such as humidifiers and electronic air filters
- Automatic water feed valves and controls for steam boilers
- Back flow preventers
- Belt drive blowers
- Blower bearings
- Domestic water supply valves
- Forced air zoning system components (damper assemblies, motors, control panels, etc.)
- Heat exchangers
- Heat pumps/space heaters*
- Hydronic T&P gauges
- Inaccessible components
- Mixing Valve
- Parts for hot water boilers that are in direct contact with water (relief valves, expansion tanks, circulator pumps, pressure reducing valves, etc.). Note: this is not applicable with a Premier Gas Hot Water Boiler contract.
- Purging radiators of air
- Radiant heat control valves
- Repair, replacement, or cleaning of domestic hot water coils, mixing valves, shutoff valves, and associated piping
- Repair of water leaks on distribution or radiation piping
- Repair of water leaks originating in the boiler vessel or its sections
- Smart control systems intended to manage energy use for entire dwelling
- Vacuum Breaker
- Vent pipes
- Water leaks, cracks, or rupture of the boiler and/or boiler sections

* You can cover a Gas Fireplace by purchasing a Gas Fireplace Contract. See page 38 for coverage details.

Types of Heating Unit Exclusions

- Heat pump units (normally found in individual apartment housing)
- Electric heating and/or space units

SEE PAGE 10 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.

NOTE: If a part covered under your Residential Natural Gas Furnace Contract is replaced while in use as a component of an electric central air conditioner, you will be charged the current diagnostic fee for the air conditioning service call. However, if you have also purchased an Air Conditioning Contract, there will be no diagnostic fee, and covered parts will be replaced in accordance with the terms of your Contract.

Residential Natural Gas or Electric Storage-type Water Heaters

Parts Covered

- Burners (main)
- Burners (pilot)
- ECO safety controls
- Electronic ignition controls
- Exposed internal wiring
- Gas controls
- Heating elements
- Igniters
- Induced draft motors or assemblies (original equipment only)
- Limit switches
- Pilot and burner tubing
- Pressure switches
- Switching relays
- Temperature and pressure relief valves
- Temperature controls
- Thermocouples
- Thermostats
- Transformers

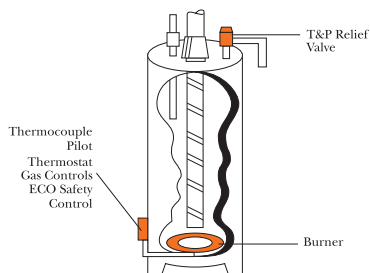
Parts NOT Covered

- Anodes
- Baffles
- Circulator pumps
- Dip tubes
- Drain valves and shutoff valves
- Equipment damage that results from a flammable vapor incident
- Flame arrestors (fusible link)
- Mixing Valve
- Vacuum Breaker
- Vent pipes
- Water heater tank failure or leakage

SEE PAGE 10 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.

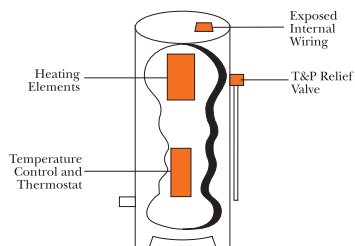
Residential Gas Water Heater

Shaded areas highlight the location of certain covered parts.



Residential Electric Water Heater

Shaded areas highlight the location of certain covered parts.



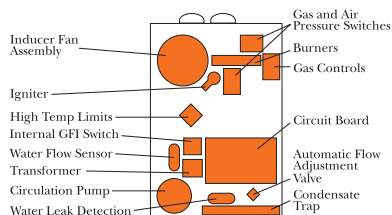
Residential Natural Gas Tankless-type Water Heaters

Parts Covered

- Air pressure switches
- Automatic flow adjustment valves
- Burners
- Circulation pumps
- Condensate traps
- Controller (PCB) circuit boards
- Gas controls
- Gas pressure switches
- Igniters
- Inducer fans
- Internal GFI switches
- Limit switches
- Transformers
- Water flow sensors
- Water leak detection switches

Residential Gas Tankless-type Water Heater

Shaded areas highlight the location of certain covered parts.



Parts NOT Covered

- Cleaning or replacements of heat exchangers
- External in-line water filters
- Gas piping
- Mixing Valve
- Periodic maintenance
- Removal of scale and lime
- Vacuum Breaker
- Venting and air intake piping and associated fittings
- Water leaks
- Water piping and distribution systems

SEE PAGE 10 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.

COOLING CONTRACTS

Residential Electric Central Air Conditioning Contracts

Contracts cover electric central air conditioning split systems that utilize R22 or R410A refrigerant, and are rated at five tons or less by the manufacturer.

Parts Covered

- Belts
- Blower motors*
- Blower wheels (direct drive only)
- Capacitors
- Circuit boards
- Cleaning outdoor condenser coils
- Clearing and repairing accessible condensate drain lines
- Condensate pumps
- Condenser fan blades
- Condenser fan motors*
- Contactors
- External crank case heaters
- Filter-driers
- Fuses (cartridge type)
- Hard start kits
- High and low pressure switches
- Low ambient temperature controls
- Low voltage wiring (only if wiring is exposed and accessible)
- Motor speed controls
- Relays
- Service port valve caps
- Standard area/room thermostats** (not including sensors)
- Thermostat back plates
- Thermostat batteries (hard wired only)
- Time delay controls
- Transformers
- Valve cores (Schrader type)

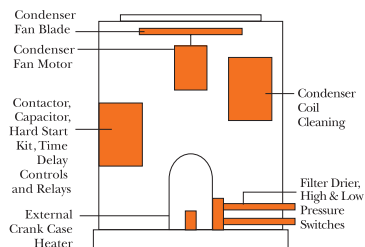
* If a replacement motor is unavailable, the motor will be rebuilt, if feasible.

** Defective automatic set-back thermostats will be replaced with comparable models used by PSE&G at the time of replacement. Defective thermostats containing mercury will be replaced with mercury-free models.

NOTE: Inclement weather, or outside temperatures below 70 degrees Fahrenheit, may postpone the completion of air conditioning repairs.

Residential Electric Central Air Conditioner

Shaded areas highlight the location of certain covered parts.



Parts NOT Covered

- Belt drive blowers and blower bearings
- Cleaning evaporator coils
- Compressors
- Condenser or evaporator coils
- Electric disconnect
- Forced air zoning system components (damper assemblies, motors, control panels, etc.)
- Heat pump systems or components
- Locating or repairing refrigeration leaks on air conditioning components or line set piping
- Metering systems including TXV valves
- R22 or R410A refrigerant (material cost)
- Systems with refrigerant other than R22 or R410A

SEE PAGE 10 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.

HEAT PUMP SYSTEMS

Standard Residential Heat Pump

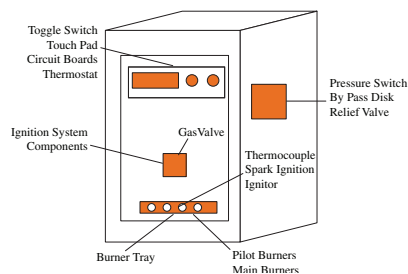
Contract covers Electric Residential Heat Pumps, rated at 5 tons or less that utilize R22 or R410A refrigerant.

Heat Pumps that utilize a back up system sharing the same ductwork using Oil or Propane are not eligible for coverage.

Heat Pumps used for Geo Thermal installations are not eligible for coverage.

Standard Residential Heat Pump

Shaded areas highlight the location of certain covered parts.



Parts Covered

- Back up Resistance Elements
- Belts
- Blower motors
- Direct Drive Blower Wheels
- Capacitors
- Cleaning of Condenser Fan Coil
- Clearing of accessible condensate lines
- Circuit boards
- Condensate pumps
- Condenser fan blades
- Condenser fan motors
- Contactors
- Defrost control boards
- Defrost Sensors
- Electronic Expansion Valve Power Heads
- External crank case heaters
- Filter-driers
- Fuses
- Hard start kits
- Low ambient temperature controls
- Motor speed controls
- Potential Relays
- Pressure switches
- Relays
- Removable Valve cores
- Reversing Valve Coil only (does not cover entire valve)
- Service port valve caps
- Sequencers
- Thermostat*
- Thermostat back plate
- Time delay controls
- Transformers

HEAT PUMP
DUCTLESS

Parts not covered

- Air Filters
- Belt drive blowers & blower bearings
- Cleaning of evaporator coil
- Compressors
- Condenser or evaporator coils
- Electric disconnect
- Forced air zoning components
- Locating or repairing refrigeration leaks on components or line set piping
- Metering systems including TXV & 4 way valves
- Refrigerant - R22 or R410a**
- Strip Heaters

**Defective automatic thermostats will be replaced with comparable models used by PSE&G. Defective thermostats containing mercury will be replaced with mercury free models. Wireless thermostats are not offered as a replacement.*

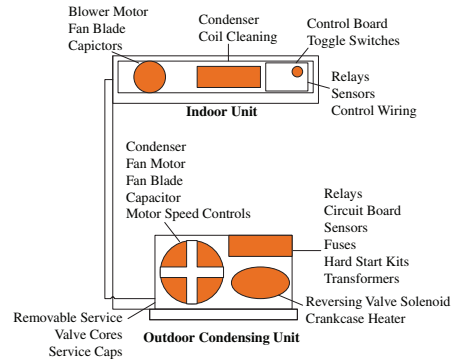
***Customer responsible for material cost per pound of refrigerant required to make repair.*

SEE PAGE 10 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.

DUCTLESS HEATING AND COOLING EQUIPMENT

Ductless Heating and Cooling Systems

Shaded areas highlight the location of certain covered parts.



Parts covered

- Belts
- Blower motors
- Blower wheels
- Capacitors
- Circuit boards
- Cleaning of Condenser Fan Coil
- Clearing of accessible condensate lines
- Condensate pumps
- Condenser fan blades
- Condenser fan motors
- Contactors
- Defrost control boards
- Defrost Sensors
- Electronic Expansion Valve Power Head
- External crank case heaters
- Filter-driers
- Fuses
- Hard start kits
- High & Low Pressure Switches
- Low ambient temperature controls
- Motor speed controls
- Potential Relays
- Pressure switches
- Relays
- Removable Valve cores
- Reversing Valve Coil only (does not cover entire valve)
- Service port valve caps
- Thermostat* - Permanently wall mounted only (remotes not covered)
- Thermostat back plate
- Time delay controls
- Transformers
- Thermistor

**Defective automatic thermostats will be replaced with comparable models used by PSE&G. Defective thermostats containing mercury will be replaced with mercury free models.*

Parts not covered

- Air Filters
- Cleaning of evaporator coil
- Compressors
- Condenser or evaporator coils
- Electric disconnect
- Forced air zoning components
- Locating or repairing refrigeration leaks on components or line set piping
- Metering systems including TXV & 4 way valves
- Refrigerant - R22 or R410a**
- Remote Control device

***Customer responsible for material cost per pound of refrigerant required to make repair.*

SEE PAGE 10 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.

KITCHEN CONTRACTS

Important Note: Kitchen Appliance Contracts including Refrigerators, Dishwashers, Stoves/Ranges, Cooktops, and Wall Ovens are grouped in two separate categories. They are:

1. **Standard Brands** – which include all kitchen appliance brands *EXCEPT* the Elite Brands and “built-in” refrigerators.
2. **Elite Brands** – which include “built-in” refrigerators and kitchen appliances which have the following brand name and/or manufacturer: Miele, Gaggenau, Sub-Zero, Wolf, Thermador, Viking, Bosch, Dacor, or Fisher & Paykel.

In order to have Program coverage for an Elite Brand appliance, you must purchase an Elite Brand service contract.

Residential Refrigerators

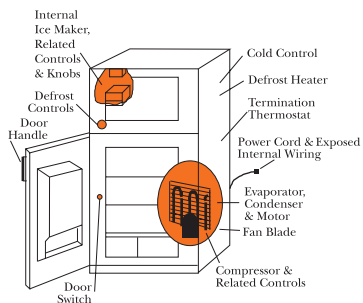
Coverage for Residential refrigerators is limited to “compressor type” refrigerators only. Portable refrigerators and coolers (e.g. wine coolers) are not covered.

Parts Covered

- Cold controls
- Compressor and related controls
- Condenser and evaporator coils
- Condenser and evaporator motors
- Defrost controls
- Defrost heaters
- Door gaskets
- Door handles
- Door hinges
- Drawer rails and glides
- Door switches
- Exposed internal wiring
- External water or ice maker dispenser components (through the door)
- Fan blades
- Fan switches
- Ice maker controls and knobs
- Ice maker solenoid valves
- Ice makers
- Light bulb sockets
- Power cords
- Refrigerant
- Termination thermostats

Residential Refrigerator

Shaded areas highlight the location of certain covered parts.



Parts NOT Covered

- Compartment bins
- Inner door and compartment liners
- Light bulbs
- Sealed refrigeration system repairs (condenser, compressor, evaporator, and associated piping) covered by original manufacturer's warranty
- Shelves/shelf supports
- Water lines inside the door lining

NOTE: PSE&G ASSUMES NO RESPONSIBILITY FOR FOOD SPOILAGE.

SEE PAGE 10 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.

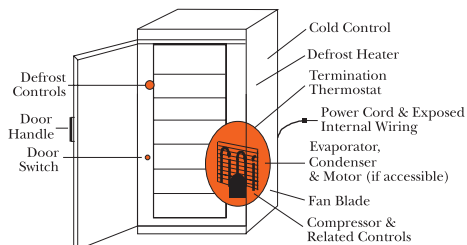
Residential Freezers

Parts Covered

- Capacitors
- Cold controls
- Compressors and related controls
- Condenser and evaporator coils (if accessible)
- Condenser and evaporator motors
- Defrost controls
- Defrost heaters
- Door gaskets
- Door handles
- Door hinges
- Door latches
- Door switches
- Exposed internal wiring
- Fan blades
- Fan switches
- Freezer controls
- Light bulb sockets
- Power cords
- Refrigerant
- Termination thermostats
- Thermostat controls

Residential Freezer (Stand Alone Type)

Shaded areas highlight the location of certain covered parts.



Parts NOT Covered

- Compartment bins
- Light bulbs
- Sealed refrigeration system repairs (condenser, evaporator, and associated piping) covered by original manufacturer's warranty
- Shelves/shelf supports

NOTE: PSE&G ASSUMES NO RESPONSIBILITY FOR FOOD SPOILAGE.

SEE PAGE 10 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.

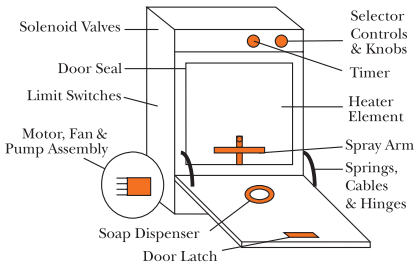
Residential Dishwashers

Parts Covered

- Conditioner dispensers
- Door hinges
- Door latches
- Door seals
- Door springs and cables
- Door switches
- Fans
- Heating elements
- Internal fill and drain hoses
- Internal wiring
- Limit switches
- Motors
- Pump assemblies
- Selector controls and knobs
- Soap dispenser components
- Solenoid valves
- Spray arms
- Thermostats
- Timers

Residential Dishwasher

Shaded areas highlight the location of certain covered parts.



Parts NOT Covered

- Baskets
- Dish racks
- External fill and drain hoses

SEE PAGE 10 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.

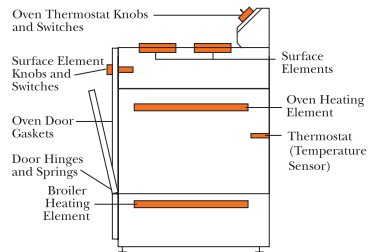
Residential Stoves/Ranges, Cooktops, and Wall Ovens

Parts Covered

- Automatic cooking controls
- Burners and pilots
- Burner valves/control knobs
- Circuit boards
- Clocks/timers (as part of automatic cooking or self-cleaning controls)
- Door gaskets
- Door hinges
- Door locks
- Door springs and cables
- Fans (oven)
- Flame spreaders
- Flame switches
- Gas appliance pressure regulators
- Igniters
- Ignition system components
- Internal tubing
- Internal wiring and fuses
- Micro switches
- Motors
- Oven and broiler elements
- Oven heat controls
- Oven safety valves
- Pilot generators
- Power cords
- Sealed top burners (individually reparable only)
- Self-cleaning components
- Spark modules
- Surface elements
- Terminal blocks for oven, broiler, and surface elements
- Temperature sensors
- Thermostats

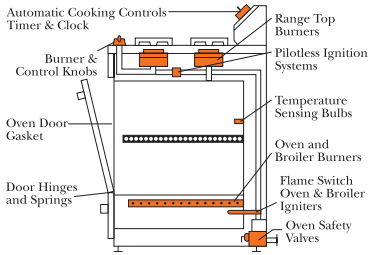
Electric Stove/Range

Shaded areas highlight the location of certain covered parts.



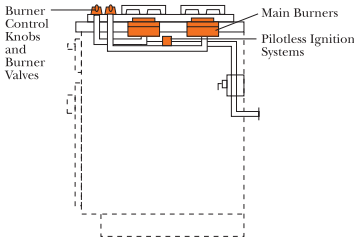
Gas Stove/Range

Shaded areas highlight the location of certain covered parts.



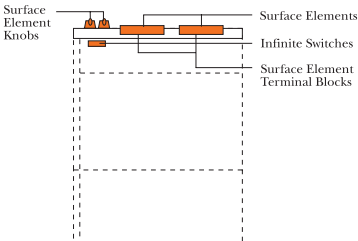
Gas Cooktop

Shaded areas highlight the location of certain covered parts.



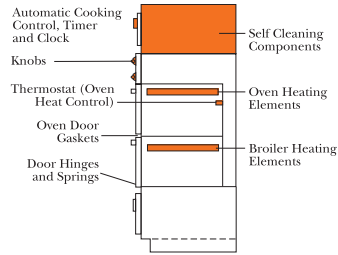
Electric Cooktop

Shaded areas highlight the location of certain covered parts.



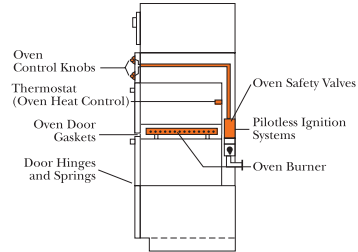
Electric Wall Oven

Shaded areas highlight the location of certain covered parts.



Gas Wall Oven

Shaded areas highlight the location of certain covered parts.



Parts NOT Covered

- All components associated with refrigeration, on combination ranges so equipped
- All glass tops, panels, and trim
- Appliance connectors
- Appliances that combine microwave cooking with gas or electric cooking in the same compartment or through the same controls
- Grates, drip pans, and oven racks
- Light bulbs, sockets, light switches, and ballasts
- Microwave ovens

SEE PAGE 10 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.

LAUNDRY CONTRACTS

Residential Clothes Dryers

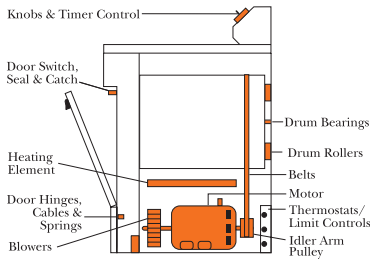
For Limitations on types of covered dryers refer to page 6 "Laundry Equipment."

Parts Covered

- Belts
- Blowers
- Burners
- Centrifugal switches
- Control knobs
- Door catches and strikers
- Door clips
- Door gaskets or seals (including those on front loading machines)
- Door springs, hinges, and cables
- Door switches
- Drum bearings
- Drum rollers
- Drum seals
- Electronic controls
- Front drum supports/slides
- Gas valves and valve coils
- Heating elements
- Idler arms
- Igniters
- Ignition system components
- Impellers
- Internal fill and drain hoses
- Internal shutoff valves (original equipment only)
- Internal wiring and fuses
- Limit controls
- Motors
- Pilots and pilot safeties
- Power cords
- Pulleys
- Sensors
- Start switches
- Steam generating components
- Thermostats
- Timer controls

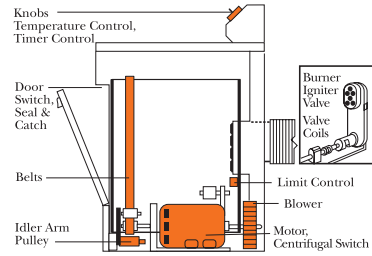
Residential Electric Clothes Dryer

Shaded areas highlight the location of certain covered parts.



Residential Gas Clothes Dryer

Shaded areas highlight the location of certain covered parts.



Parts NOT Covered

- Appliance connectors
- Drums
- External fill and drain hoses
- Light bulbs, socket light switches, ballasts
- Vent connectors

SEE PAGE 10 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.

Residential Washing Machines

For Limitations on types of covered washing machines refer to page 6 "Laundry Equipment."

Parts Covered

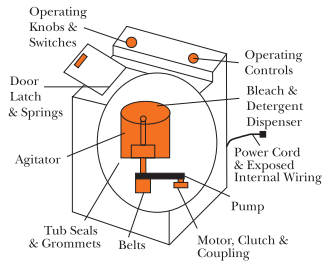
- Agitators
- Belts
- Bleach and detergent dispensers
- Bleach and detergent timers
- Circuit Board
- Door gaskets or seals for front loading machines
- Door latches
- Internal fill and drain hoses
- Mode Shifter & Transmissions
- Motors, clutches, and couplings
- Operating controls
- Operating knobs and switches
- Power cords and internal wiring
- Pulleys
- Pumps
- Sensors
- Snubber assemblies
- Solenoid valves
- Strut Kits
- Timers
- Tub seals and grommets
- Tub Suspension components

Parts NOT Covered

- External fill and drain hoses
- Washer baskets, tubs, and frames

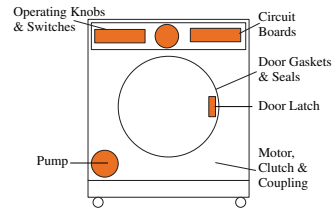
Residential Washing Machine

Shaded areas highlight the location of certain covered parts.



Front Loading Washing Machine

Shaded areas highlight the location of certain covered parts.



SEE PAGE 10 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.

OTHER HOME CONTRACTS

Residential Gas Piping

The Residential Gas Piping Contract covers the repair and/or replacement of defective pipefittings, connections, and exposed indoor gas piping (up to 2" in diameter) in accordance with state and local building codes.

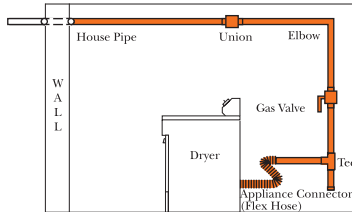
Parts Covered

- All pipefittings – including unions, couplings, elbows, tees, nipples, caps, and plugs
- Appliance shutoff valves
- Approved appliance connectors and related fittings
- Line valves (up to 2" in diameter)
- Permits (if required)
- Pipe hangers, straps, clamps, etc.
- Steel gas piping (up to 2" in diameter)

Repairs limited to \$2,500 maximum per occurrence.

Residential Gas Piping

Shaded areas highlight the location of certain covered parts.



(See next page for more information.)

Parts NOT Covered

- Additional piping – or changes to existing pipe size, design, or location – necessitated by equipment installation or failure to meet state or local building codes
- All concealed piping (in walls, ceilings, floors, etc.)
- All corrugated stainless steel tubing (CSST), related fittings, and connections to the steel pipe system
- All underground piping
- Any gas piping located outdoors
- Indoor gas piping that is exposed to water, repeated wettings, or other corrosive materials
- Piping that exceeds 2" in diameter
- Plastic, copper, or aluminum tubing; related fittings; and steel piping connections

SEE PAGE 10 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.

Residential Gas Fireplaces

Includes natural gas: log, built-in, freestanding, and masonry fireplaces.

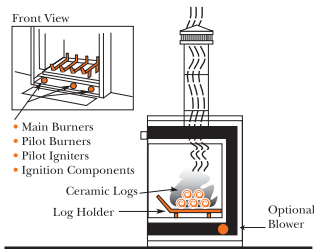
Parts Covered

- Automatic gas valves
- Ceramic logs
- Fan motors, blowers, and related controls (if accessible)
- Generator cartridges
- Ignition components
- Internal control wiring and gas tubing
- Log holders
- Main burners
- Pilot burners
- Pilot igniters
- Standard area/room thermostats*
- Temperature limits and safety controls
- Thermocouples
- Toggle switches
- Transformers

* Defective automatic set-back thermostats will be replaced with comparable models used by PSE&G at the time of replacement. Defective thermostats containing mercury will be replaced with mercury-free models.

Residential Gas Fireplace

Shaded areas highlight the location of certain covered parts.



Parts NOT Covered

- Appliance connectors and house piping
- Burner media (sand, granules, ash, etc.)
- Chimney cleaning
- Cosmetic cleaning or repairs
- Glass fireplace doors, panels, and mesh screens
- Heat exchangers
- Masonry (including fabricated fire brick panels)
- Remote controls (operator or controller)
- Vent components or dampers

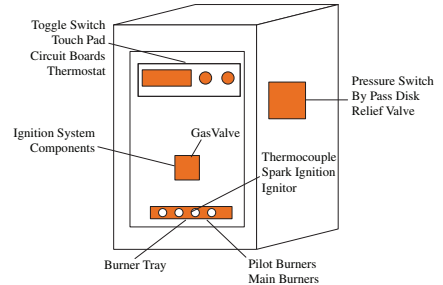
SEE PAGE 10 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.

Residential Natural Gas Pool Heater

Coverage is provided for residential natural gas pool heaters with an input rating of up to 425,000 BTU's on the manufacturer's nameplate.

Residential Natural Gas Pool Heater

Shaded areas highlight the location of certain covered parts.



Parts covered

- Burner Tray
- Cleaning Heat Exchanger
- Combustion Blower
- Control Board
- Gas Valve
- Generator Cartridge
- Ignition System Components
- Internal Wiring
- Limit Controls
- Main Burners
- Pilot Burners
- Pressure Switches
- Relief Valve
- Roll Out Switches
- Thermocouple
- Thermostat
- Toggle Switch
- Transformer

Parts NOT covered

- External Piping
- External Wiring
- Heat Exchanger
- Pool Pumps and associated filter equipment
- Water Leaks
- Timers

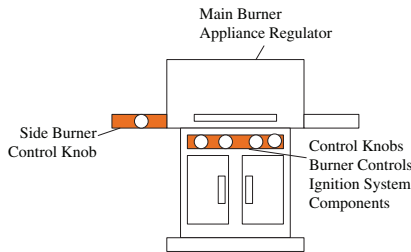
SEE PAGE 10 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.

Residential Natural Gas Grill

The Residential Natural Gas Grill Contract covers outdoor grills operating on natural gas.

Residential Natural Gas Grill

Shaded areas highlight the location of certain covered parts.



Parts covered

- Side Burner
- Main Burner
- Gas Valves
- Ignition System Components
- Flame/Heat bars
- Appliance Regulator
- Control knobs

Parts NOT covered

- Cooking Grill
- Coverage on combination units such as those with Refrigerators, Fryers, etc. are limited to the components of the Natural Gas Grill only.
- Gas supply piping to grill
- Infrared burners
- Cosmetic damage
- Corroded or rusted posts, bases, or frame components
- Rotisseries
- Cooking Grates
- Lights
- Drip Pans
- Shelves
- Handles

Natural Gas grills only. Propane and Electric grills are not eligible for coverage.

Cosmetic damage caused by age, fire, stains, misuse or neglect is not covered.

Residential application only.

SEE PAGE 10 FOR OTHER ITEMS NOT COVERED UNDER THE PROGRAM.

Important Safety Information

Gas emergencies include:

- A strong odor of gas inside or outside your home.
- A gas appliance that will not shut off.
- Suspicion of a carbon monoxide leak.

If you are facing any of these situations, don't wait! Take the following action immediately...

What to Do During a Gas Emergency

PSE&G Gas Customers:

- **MOVE** to a safe environment.
- **CALL 911** and PSE&G at **1-800-880-PSEG (7734)** immediately.
- **DO NOT** smoke or operate electrical switches or appliances. Do not operate anything that may produce a spark that might ignite the gas and cause an explosion.
- **DO NOT** assume someone else will report the condition.
- **PROVIDE** the exact location, including cross streets.
- **LET US KNOW** if sewer construction or digging activities are going on in the area.

Non-PSE&G Gas Customers:

- **MOVE** to a safe environment.
- **CALL** your local gas utility at once to report the gas emergency. Gas emergency services (described above) are provided by your local gas utility without charge.
- **DO NOT** smoke or operate electrical switches or appliances. Do not operate anything that may produce a spark that might ignite the gas and cause an explosion.

Gas appliances should always be operated and maintained according to the manufacturer's instructions. *Always take the time to become familiar with the instructions – especially safety warnings.*

How to Schedule Repair Service



You can now schedule service appointments through **My Account** on pseg.com.

You can also call us at **1-800-350-PSEG (7734)**.

Customer Service professionals are always available to take your call. Please be ready to tell the representative:

- Your account number
- What equipment or appliance needs servicing
- What problems you are having
- If applicable, whether the equipment or appliance is gas or electric
- Whether you have a WorryFree Contract on the equipment or appliance to be serviced

The representative will schedule the first available appointment. Response times will vary by seasonal demands and by the nature of the problem.

All service calls are handled in order of receipt of request. Please note that WorryFree contract customers do not receive priority service.

Costs for repairs are always quoted before the work begins and you can trust PSE&G to show up when we say we will and fix it right, the first time.

PSE&G WorryFree® Replacement Services*

*When it's **time to replace** your water heater, heating or cooling system you only need to **make one call.***

- No money down
- Up to 24 months to pay on your PSE&G bill**
- Quick and easy scheduling
- Quality equipment and installation



**For information and a
FREE estimate, call**

1.800.539.7734

*WorryFree optional services are only available to customers in PSE&G's service area. You can find other providers in your local phone directory. PSE&G will use an authorized licensed plumber to replace your water heater. **PSE&G 24-month billing is available on select equipment and some exclusions will apply. Customers are not required to purchase WorryFree services to receive safe, adequate, and proper utility service. The NJ Board of Public Utilities has not approved the rates offered. PSE&G will provide services, such as gas leak investigations and other safety related services, to our gas customers free of charge.