



Contract Information

An Affiliate of



Atlanta Gas Light[®]

An AGL Resources Company

WELCOME TO UTILIPRO
APPLIANCE REPAIR PROGRAM

For service requests, contract questions, or any other program concern, please call:

1-866-300-5574

or visit us at:

www.utilipro.com

THANK YOU FOR YOUR PARTICIPATION!

CONTRACT INFORMATION

Thank you for choosing to cover your appliances with a new and improved program (the “Program”) administered by UtiliPRO Services, LLC (“UtiliPRO”). To better serve you, the following is important information about your coverage under the Program. Please read and save for future reference.

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ELIGIBILITY REQUIREMENTS:

1. The Program applies to owners or tenants of residential dwellings with no more than three units on one heating system, or any residential dwelling with a separate heating system for each unit. Depending on the coverage selected, this Contract may cover the following appliances: furnace or boiler; heat pump, water heater; range/oven; refrigerator; clothes washer; clothes dryer; central air conditioning; vented space heater; vented fireplace logs; microwave; freezer; dishwasher.
2. Homes with more than one furnace, boiler, heat pump or A/C system must purchase coverage for each additional appliance. Term/Termination:
 - a) The term of this Contract will be for one (1) year ("Contract Year") to begin within 24 hours after your enrollment is processed and payment is received. To ensure that the residence is continually covered, this Contract will automatically renew for additional one-year periods unless you cancel by providing UtiliPRO with at least thirty (30) days notice prior to the end of the Contract Year or until otherwise terminated as set forth below. UtiliPRO may terminate this Contract at any time, upon written notice to you, delivered to the residence covered by this Contract. Any claims made by you prior to the effective date of termination of this Contract will be covered by the terms of this Contract.
 - b) Your coverage will remain in effect only by keeping your payments up to date. If you are delinquent in these payments, service under this program will be denied and/or the Contract terminated at UtiliPRO's discretion without notice.
 - c) You may not cancel this contract during the Contract Year if you have had Service during such Contract Year.

Service is defined as having received a covered repair as outlined in this Contract, or a diagnostic assessment of an appliance. If you wish to cancel, you will be responsible for the balance of the fees for the remainder of the current Contract Year. You may request cancellation using the following method: Telephone – You may request cancellation by contacting UtiliPRO at 1-866-300-5574.

- d) Coverage under the Program is not transferable to a different residence. However, should you move during a Contract Year, upon notification to UtiliPRO by telephone, you may begin coverage and a new Contract Year at the new residence. You will be provided a credit at your new residence for any unused prepaid amount from your old residence. Alternatively, you may terminate this Contract subject to the provisions of Section 2(c) above.
3. Pre-existing conditions, as determined by UtiliPRO or its authorized contractor, are not covered by this Contract.
4. All equipment covered by this Contract must meet Code requirements, be reasonably clean and safely accessible, and in good operating condition at the time that coverage begins. All appliances must have the model and serial tags to be eligible for service, or any other Program benefits. UtiliPRO reserves the right to have an on-site inspection of the appliances.
5. This Contract does not cover any labor, materials or parts required as a result of flooding, attempted repairs by persons other than a UtiliPRO authorized contractor, abuse, vandalism, electric power outage or surge, water supply failure, accidents, fire, freezing, acts of God, tampering or unauthorized alteration or any other abnormal conditions. Installation errors or omissions that result in either equipment failure or performance issues are not covered by this Contract. Service will not be performed in areas where

asbestos or any other safety or health hazard exists until the hazard has been eliminated by the Customer and at the Customer's sole expense. UtiliPRO reserves the right to restrict specific makes of equipment from eligibility due to obsolete parts and reserves the right to use other than original manufacturer's parts. The choice of parts to be used is at the sole discretion of the UtiliPRO authorized contractor. Parts purchased by persons other than UtiliPRO authorized contractors will not be installed without prior approval from UtiliPRO.

6. The Program is designed to provide prompt, efficient service for failures of the primary source of heat or air conditioning. UtiliPRO reserves the right to schedule all service requests.
7. Neither UtiliPRO nor its authorized contractors shall be liable to the Customer for failure to perform obligations under this Contract due to any acts of God, strikes, lockouts, acts of the public enemy, lightning, fires, storms, floods, explosions, breakage or accident to machinery, the malfunction of any computer systems (hardware or software) or equipment containing embedded systems of or any provider upon which UtiliPRO relies, the binding order of any court or governmental authority, or any other cause outside the control of UtiliPRO.
8. Prices are subject to change at any time by UtiliPRO, and certain promotions and service offers may be for new customers only, and/or may be available in select service areas only. Any promotion or service may be subject to change or termination without notification.
9. Except as set forth in paragraph 2(d) of this Contract, Customer may not assign this Contract or any of its rights hereunder. UtiliPRO reserves the right to assign its rights and obligations to another party.
10. This Contract constitutes the entire understanding

between the parties with respect to the subject matter of this Contract and supersedes any prior discussions, negotiations, agreements, writings, and understandings. This Contract shall be construed in accordance with and governed for all purposes by the laws and public policy of the State of Georgia. You agree that any claim under this Contract by you, must be filed in the appropriate state court sitting in, or if applicable federal court for, Atlanta, Georgia, and that such court shall have exclusive jurisdiction arising out of or related to this Contract.

11. Upon verifying your coverage, UtiliPRO will dispatch an authorized contractor to your residence to assess and diagnose the appliance which you do not believe is operating correctly. The authorized contractor will be chosen based on geography, workload and skills. Subject to the terms and conditions of this Contract and if the appliance is covered by the Contract, the UtiliPRO authorized contractor will repair the appliance so that it is in working order.
12. UtiliPRO shall not be responsible for charges for service or parts that you have others provide without our prior knowledge and consent.
13. Customer may be responsible for costs incurred in missed service appointments.

LIMITATION OF LIABILITY AND LIMITED WARRANTY:

14. IN THE EVENT OF ANY DEFECTS IN PARTS, MATERIALS OR SERVICE PROVIDED HEREUNDER, UtiliPRO'S ONLY RESPONSIBILITY AND THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY SHALL BE THAT ON REQUEST OF THE CUSTOMER, DURING THE TERM OF THIS CONTRACT, UtiliPRO WILL REPAIR OR REPLACE THE DEFECTIVE PART, MATERIAL OR SERVICE IN ACCORDANCE WITH THE PROVISIONS OF THIS CONTRACT.

15. NEITHER UtiliPRO NOR ITS AUTHORIZED CONTRACTORS WILL BE RESPONSIBLE FOR ANY DIRECT DAMAGES, CONSEQUENTIAL DAMAGES, INCIDENTAL DAMAGES, SPECIAL DAMAGES, INDIRECT LOSSES OR INJURIES RESULTING FROM THE SERVICES PROVIDED HEREUNDER OR CAUSED BY DEFECTS IN PARTS, MATERIALS OR SERVICE PROVIDED HEREUNDER, DELAYS, FAILURE TO SERVICE, UNAVAILABILITY OF PARTS OR LABOR, AND ANY OTHER CONDITION BEYOND OUR CONTROL.

16. UtiliPRO IS NOT RESPONSIBLE FOR THE ANY REPLACEMENT COST OF EQUIPMENT THAT HAS FAILED DESPITE GOOD-FAITH REPAIR EFFORTS OR HAS BEEN DEEMED UNREPAIRABLE BY UtiliPRO'S AUTHORIZED CONTRACTORS.

17. UtiliPRO HEREBY DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PURPOSE.

18. THIS LIMITATION OF LIABILITY AND LIMITED WARRANTY IS THE CUSTOMER'S EXCLUSIVE WARRANTY AND EXCLUSIVE REMEDY.

19. IF REQUIRED BY LAW, UtiliPRO WILL PROVIDE A BROADER LIMITED WARRANTY AND LIMITATION OF LIABILITY.

WHAT IS COVERED:

Subject to the terms and conditions of this Contract, the following appliances are covered by this Contract:

Furnace Boiler	Burner
Maximum 5 ton capacity	Circuit boards
Belts & Pulleys	Circulator/motor
Blower motor, bearings, wheel	Collector Box

Condensate line (access permitting)
 Condensate pump
 Controls
 DC Drive blower/draft motors, circuit boards and valves
 Diaphragm expansion tank
 Fan control
 Fan relay
 Flame rollout switch
 Flame spreader
 Fuse
 Gas controls
 Gas valve
 Heat exchanger (see additional items not covered below)
 Ignition module
 Induced fan motors
 Limit control
 Low water cutoff
 Main burner – heat element
 Nozzle (Oil)
 Oil Pump
 Pilot
 Pilot safety and assembly
 Pressure gauge
 Pressure switch
 Pressure control
 Pressure relief valve & temperature control
 Pump bearings, control, coupler, shaft
 Reducing valves (including filltrol valves)
 Relays
 Relay relief valve
 Relief valves
 Sight glass

Squirrel Cage/Blower Assembly
 Safety Switches
 Thermocouple – glow rod, flame sensor
 Thermostat
 Transformer
 Valve
 Vent connector
 Zone valves

Heat Pump
 Maximum 5 ton capacity
 Back-up electric heater (non baseboard)
 Back-up hydronics heater-pump, and shut off
 Compressor (see additional items not covered below)
 Compressor contactor
 Condenser coil – inside (A-coil)
 Condenser coil – outside
 Condenser fan blade
 Condenser motor
 Control relay
 Defrost controls
 Defrost relay
 Defrost time clock
 Defrost t-stat
 Expansion valve
 Fan cycle control
 Heat Pump Thermostat
 Heating relay
 High Pressure switch
 Indoor fan motor – Air handler
 Indoor fan relay – Air handler
 Internal t-stat
 Liquid line pressure switch

Low ambient control
 Low pressure switch
 Outdoor fan motor
 Outdoor Thermostat
 Reversing valve
 Reversing valve relay
 Reversing valve solenoid
 Reversing valves

Air Conditioner

Maximum 5 ton capacity
 A/C backplate
 Belts/pulleys Blower motor, bearings, wheel
 Capacitors
 Compressor (see additional items not covered below)
 Condensate line (access permitting)
 Condensate pump
 Condenser motor/fan blade
 Contactor switch
 Electrodes
 Fan Control
 Freon/refrigerant – up to 3 lbs annually
 Fuses
 Limited leak repair*
 Pump motor (natural gas)
 Relays
 Schraeder Valve Core
 Switches (Low Ambient, Low Pressure and High Pressure)
 Thermostat
 Timer
 Transformer

Tank Type Water Heater

Anode Rod
 Burner and pilot
 Dip tube
 Draft hood
 Drain valve
 Fuse (electric)
 Gas valve
 Glow bar/ignitor/piezo
 Heater element – main burner (electric)
 Limit control – limit temp switch (electric)
 Main burner
 Module
 Pilot/burner tubing
 Power vent motor
 Relief valve
 Safety controls
 Switches
 Thermistor
 Thermocouple
 Thermostat
 T/P relief valve
 Transformer
 Vent connector

Tankless Water Heater

Electrode Kit
 Fan Motor
 Flame Rod Kit
 Flow Sensor
 Gas Control Valves
 Heat Exchanger (see additional items not covered below)
 Ignitor

Inline three amp glass fuses
 O-ring exhaust port
 O-ring fan housing thermistor
 O-ring flow control inlet/outlet
 O-ring flow control/bypass valve
 O-ring gas valve
 O-ring hot water outlet housing
 O-ring hot water outlet housing plug
 O-ring inlet gas connector
 O-ring intake air port
 O-ring manifold test port
 O-ring thermistors
 PC Board
 Thermister
 Water filter assy
 Water flow control valve screw

Vented Aux Space Heater

Burner and pilot
 Fan blade
 Gas valve
 Limit control
 Motors
 Pilot and burner tubing
 Safety controls
 Thermostat

Vented Gas Logs and Fireplace

Blower
 Gas valve
 Pilot and burner
 Pilot and burner tubing
 Safety controls

Range Oven*

Appliance Regulator
 Burner (main)
 Burner (pilot)
 Burners (sealed)
 Circuit boards (ERC)
 Convection Motor
 Door hinges, springs
 Fuses
 Gas valve
 Gaskets and seals
 Heater element – burners
 Ignitor – heat pilot
 Ignitor switches
 Indicator lamps
 Main burner
 Oven flame switch
 Oven ignitor
 Oven pilot assembly
 Oven pilot safety
 Oven safety gas valve
 Oven thermostats/thermistor
 Piston
 Range top burner valves
 Relay
 Selector switch
 Self-Cleaning Element, Latch, Timer
 Sensor
 Surface element
 Surface element/surface receptacles burner switch
 Thermocouple/glow rod/ flame sensor
 Touch pads
 Transformer

**Must be located in Kitchen*

Microwave

Door switch
 Fan motor
 Fuse
 Thermostat

Dishwasher

Belts/pulleys
 Bimetal triggers
 Circulation pump
 Circulating pump motor
 Door hinges
 Door springs
 Drive motor
 Electronic control boards
 Electrical switches
 Fan motor
 Fuse
 Gaskets/seals
 Heater element
 Latch
 Limit control
 Relay
 Soap dispenser
 Thermostat
 Thermistor
 Timer (electronic)
 Transformer
 Water control
 Water valves

Refrigerator

Capacitor
 Condensor Cleaning
 Defrost Drain Cleaning
 Defrost Heater
 Drain Heater

Electronic Control Boards

Fan Bearings
 Fan Control
 Fan motor
 Fan Switch
 Fuse
 Gaskets/seals
 Light Switch
 Limit control
 Relay
 Thermostat
 Thermistor
 Timer (electronic)

Upright Chest Freezer

Capacitor
 Defrost heater
 Door switch
 Electronic control boards
 Fan
 Fan motor
 Fuse
 Gasket
 Relay
 Terminator
 Thermostat
 Timer

Clothes Washer

Agitator
 Basket drive (external to transmission)
 Belts/pulleys
 Circulating pump
 Circulating pump motor
 Clips
 Clutch assembly (external to transmission)

Coupler

Dog ears
 Door hinges
 Drive motor
 Electronic Control Boards
 Electrical switches
 Electric water valves
 Electronic control system
 Fuse
 Relay
 Supply and drain hoses
 Temperature selector switch
 Timer
 Timer knob and dial
 Touch Pad
 Transformer
 Water level control

Clothes Dryer

Belts
 Blower wheel
 Burner (main/pilot)
 Control timer

SPECIAL CIRCUMSTANCES:

UtiliPRO reserves the right to charge for parts and labor (and/or deny making repairs) for service under the following conditions:

- For the repair of pre-existing conditions
- Service requests not associated with failure of covered appliances
- Safety inspections not purchased as part of the program
- Parts and service not covered under the terms of the Contract

Any charges will be determined using UtiliPRO's authorized contractor's current rates for labor and parts.

"Sealed system failures are not covered by the Program. "Limited Leak Repair" is defined as leaks that do not require pump down and/or recovery (not opening the system). "Major Leak Repair" is defined as leaks that require pump down and/or recovery (opening the system) and are subject to repair charges.

Door latch

Door switch
 Drum support, rollers/guides
 Drum shaft/bearings
 Electronic Control Boards
 Fuse
 Gas valve/coil assembly
 Gaskets and seals
 Heater element – pilot burner
 High limit thermostat
 Idler pulley
 Ignitor/spark electrode
 Main burner – heater element
 Motor and centrifugal switch
 Pilot safety
 Regulator
 Relay
 Selector switch
 Sensor
 Thermistor
 Thermocouple
 Thermostat
 Timer

ADDITIONAL ITEMS NOT COVERED:

The following appliances and conditions are not covered by this Contract.

- Appliances used in commercial applications
- Commercial heating appliances located in residential dwellings are covered, allowing for the restrictions of this Contract. Other commercial-grade appliances in residential dwellings are not covered
- Glass Oven Doors, Microwave Oven Doors, Glass Cook Top, Sealed Cook Tops
- Electric Baseboard heating systems, and Electric Radiant Systems
- Antifreeze/Glycol associated with boiler heating systems
- Heating and cooling units located on rooftops
- Heat transfer systems including Amana (HTM), Glo-Core and Lennox (Complete Heat models)
- In-Floor Heating Leak
- Carbon monoxide (CO) alarm calls, CO detector inspection/repair
- Modifications/conversions to appliances, alterations to existing gas piping
- Manufacturer recalls
- Remote controls
- Ruptured Hot Water tanks
- Parts considered as accessory items, including but not limited to icemakers, water dispensers, humidifiers, etc.
- Seasonal turn-on/turn-off

- Transmission repairs for Clothes Washers and Dishwashers
- Cleaning, filter replacement and any maintenance-related repairs
- Circuitry and zone valves in heat pumps
- Geothermal systems
- Air Conditioner repairs are limited to 3 lbs of Freon annually
- Heat exchanger and compressor parts coverage will only be provided if the existing parts are original and covered under the manufacturer's original warranty period
- Chillers and water cooled units

**For service requests, coverage questions,
or any other issue**

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