



RESIDENTIAL SERVICE CONTRACTS

Terms and Conditions



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WELCOME!

Welcome to the NJR Home Services residential appliance protection program. By purchasing one of our service contracts, you are protected from unexpected and costly appliance repairs – saving you both time and money.

You will find that our service contracts cover the most frequently replaced parts on all major brands. Plus, all repairs are handled exclusively by our certified service technicians.

This booklet is your official agreement with NJR Home Services and provides a detailed description of the terms and conditions of our service contracts. To get the most from your coverage, we recommend that you become familiar with this information and retain this booklet for future reference.

Important: Updates have been made to the terms and conditions of your service contracts. Please read and retain for your records.

GENERAL TERMS OF COVERAGE

SEPARATE CONTRACTS FOR EACH UNIT

If there is more than one natural gas furnace or boiler, electric central air conditioner or water heater of the same type in the residence, a separate residential service contract must be purchased for each unit you want covered. Multiple units receive a discount.

If there is more than one of the same appliance and only one contract for that appliance type, the contract will apply to the equipment servicing **the first floor or main living area.**

EFFECTIVE DATE

Your initial coverage officially takes effect at midnight on the 14th day following your verbal or written commitment with NJR Home Services. The contract will end one year from the effective date. NJR Home Services will notify you in writing of your effective date.

CANCELLATIONS

You may cancel your service contracts at any time for any reason. To cancel, please notify our customer service department at **1-877-466-3657.**

If you cancel within the first 30 days of coverage and you have not had a service call, you'll receive a full refund.

If you cancel after 30 days, **no refunds will be given.**

CHANGE OF ADDRESS

Coverage is not transferable to another address. However, if a contract was paid in full for equipment that remains in operation at the premises, the unexpired term of coverage will be applied to the new owner/occupant of the premises at no additional charge. If a contract has not been paid in full, you will be billed for the remaining payments.

If you move, call our customer service department at **1-877-466-3657** to cover the appliances in your new home.

RENEWAL

For your convenience and to ensure that your home is continuously covered, contracts will renew automatically at the end of each 1-year period. NJR Home Services reserves the right to change the terms and conditions at any time and to change the contract price upon contract renewal.

CHOICE OF PAYMENT OPTIONS

If you are a residential customer of New Jersey Natural Gas (NJNG), you may pay for coverage in full or make equal payments over a 6- or 12-month period. If you choose to pay on a monthly basis, the charge will appear on your regular monthly NJNG bill. Service contract coverage is for a full 12-month period. If you choose the monthly payment option and decide to cancel before the end of the term, you will be billed for the remaining payments.

Non-NJNG customers and owners who do not occupy the covered residence (landlords) are not eligible for the monthly payment option. Payment in full must be provided prior to coverage.

SENIOR RATES

Customers over age 62 are eligible for a 10 percent discount. Proof of age may be required. This discount does not apply to landlords or nonresidential applications.

MISSED PAYMENTS

If payments are missed or late, NJR Home Services may demand immediate payment of the entire amount owed or immediate payment of costs (labor and parts) for all services provided, less any payments made to NJR Home Services. Service will not be provided if a customer's account is not in good standing.

ELIGIBILITY REQUIREMENTS OF ALL EQUIPMENT

- All covered equipment must be sanctioned by the American Gas Association, the Underwriters Laboratories or similar natural gas industry trade organizations; installed in accordance with local, state and federal laws; and satisfy both the manufacturer's and NJR Home Services' requirements for safe and proper installation.
- Before accepting any equipment for coverage under the service contracts, NJR Home Services reserves the right to make an on-site inspection of the equipment.

- To be eligible for coverage under the service contracts, equipment must be warranted by the owner to be in good operating condition, duly assembled and capable of functioning on the service contract's effective date.
- NJR Home Services reserves the right to deny or cancel coverage for certain equipment due to the non-availability of parts, inaccessibility, the condition of the equipment or worksite, or the age of the equipment.

CONDITIONS OF COVERAGE

- NJR Home Services strives to render prompt, efficient and courteous service. Our response time shall be determined by scheduling priorities that consider public safety, health and welfare of customers and employees, existing workloads, the nature of the service call and weather conditions.
- Work must be performed by NJR Home Services technicians. You will not receive credit or reimbursement for work performed, or parts installed, by other service providers under any circumstances.
- All parts under warranty replaced by an NJR Home Services technician become the property of NJR Home Services without any allowance or rebate at the discretion of NJR Home Services. If NJR Home Services chooses not to take possession of the parts, it becomes the customer's responsibility to dispose of them properly.
- NJR Home Services may use generic parts for replacement when appropriate and necessary.
- Customers must supply safe and ready access to all covered equipment, including but not limited to OSHA-approved ladders, adequate attic flooring and proper lighting and entry. NJR Home Services is not responsible for damage to attic ladders as a result of normal use. For safety reasons, your appliance will not be serviced if it is surrounded by standing water or it is located outside and weather conditions make service unsafe.
- If in the process of repairing a covered part, noncovered parts are needed to complete the repair, the customer will be charged for the cost of the noncovered parts at our standard labor rate.
- If a part which is covered under the heat service contract is replaced while in use as part of an electric central air conditioning system and the customer does not have an Air Conditioning Service Contract with

NJR Home Services, the part will be replaced at no charge providing that the customer agrees to pay the labor rate for the air conditioning service call.

GENERAL EXCLUSIONS

The following items are excluded from contract coverage:

- **Unit Replacements**
- Appearance and trim parts, and upgraded components, such as humidifiers and electronic air filters
- Appliance shut-off valves, piping, flex connectors and fittings external to unit (*unless Internal Gas Line Service Contract is in effect*)
- Cleaning soot out of, and off of, appliances and flues
- Damage caused by misuse, abuse, vandalism, negligence, fire, freezing, power or water supply outages, flooding, faulty design, improper installation, leaks from piping, humidifiers, lightning, power surges, acts of God and other conditions beyond NJR Home Services' control
- Finish defects, rusting, corrosion, chipped porcelain or porcelain flaws, exterior housing or component failure resulting from rust or corrosion on any appliance or piece of equipment
- Materials and labor for any service that is additional to that specified in the service contract, such as sheet metal work, electrical house wiring, moving or relocating equipment
- Mold cleanup or remediation
- Pre-existing conditions, which include anything that was wrong with your appliance at the time you signed up for the service contract
- Preventive maintenance and general inspection (*unless equipment is covered by an inspection contract*)
- **Seasonal startups** (*extra charges apply*)

ADDITIONAL CHARGES

- Replacement of standard batteries is not covered, but may be provided for an additional charge.
- Parts not covered in this contract may be ordered and installed by NJR Home Services, when available, for an additional charge at our standard repair rates.
- If the water heater manufacturer recommends replacement of unit after Flammable Vapor Ignition Resistance (FVIR) system fails, the water heater will be deemed not repairable.

WARRANTIES AND LIMITATIONS ON DAMAGES

NJR HOME SERVICES WARRANTS THAT, SUBJECT TO THE TERMS AND CONDITIONS STATED HEREIN, NJR HOME SERVICES WILL REPAIR OR REPLACE THE APPLIANCE PARTS, OR EQUIPMENT COMPONENT PARTS COVERED UNDER THE SERVICE CONTRACT, THAT BECOME INOPERABLE AS A RESULT OF NORMAL WEAR AND TEAR.

NJR HOME SERVICES MAKES NO OTHER EXPRESS OR IMPLIED WARRANTIES OR GUARANTEES OF ANY KIND. ANY IMPLIED WARRANTIES OR GUARANTEES ARE EXPRESSLY DISCLAIMED. UNDER NO CIRCUMSTANCES SHALL NJR HOME SERVICES BE LIABLE FOR ANY LOSSES OR DAMAGES OF ANY KIND RESULTING FROM THE FAILURE OR INOPERABILITY OF EQUIPMENT OR SYSTEMS IN EXCESS OF THE PAYMENT RECEIVED BY NJR HOME SERVICES UNDER THIS AGREEMENT.

NJR HOME SERVICES ALSO SHALL NOT BE LIABLE FOR ANY DAMAGES OR HARM TO PERSONS OR PROPERTY CAUSED BY DELAYS, FAILURE TO SERVICE, MALFUNCTIONING OF THE EQUIPMENT, UNAVAILABILITY OF PARTS, LABOR DIFFICULTIES, ACTS OF NATURE OR OTHER CONDITIONS BEYOND ITS CONTROL.

TERMINATION

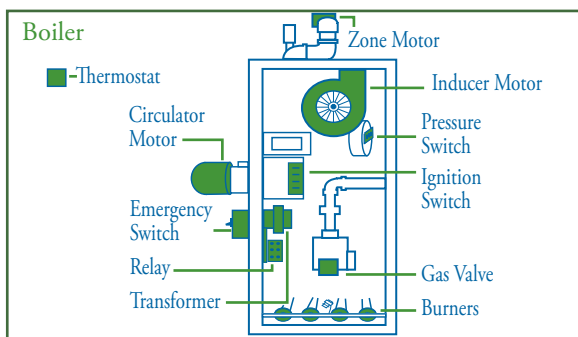
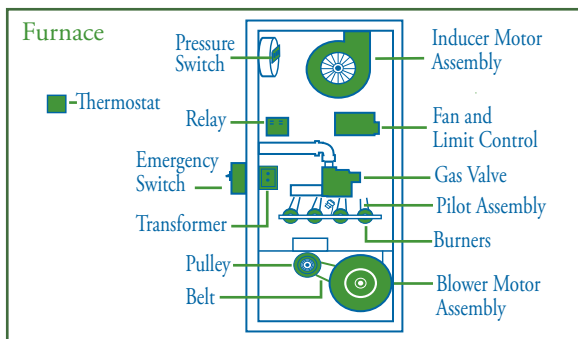
NJR Home Services may terminate your service contracts with no refund in the event any one of the following occurs:

- Parts are no longer available from the original manufacturer, and there are no reasonably available alternate or interchangeable parts
- Removal of a defective part or the installation of a replacement part results in damage to the appliance
- Removal of a piece of equipment results in a safety hazard or an unsafe condition
- Equipment is not used for its designed purpose
- Failure by owner to properly maintain equipment or to replace any parts necessary to maintain the equipment in good condition, including cleaning or changing filters
- Repair costs would be greater than the original value of the equipment

NJR Home Services reserves the right to terminate service contracts for the failure of the owner to comply with provisions of this service contract.

NATURAL GAS HEATING SYSTEMS

Furnace/Boiler



BOILER/FURNACE PARTS COVERED:

- Aquastat (*dry well*)
- Belt and pulley
- Blower motor/blower wheel (*not covered June 1 - August 31*)*
- Burners (*atmospheric*)
- Circulator motor/coupler (*only if no water work is involved*)**
- Circuit board/ignition control
- Condensate pump on a condensating furnace
- Emergency switch (*mounted on unit*)
- Fan and limit control
- Gas valve
- Ignition system
- Inducer motor and assembly (*original part only, excludes sidewall venting kits*)**
- Internal wiring
- Limit control
- Low water cutoffs (steam boilers only)
- Packaged, wall-mounted, self-contained combination natural gas heating/air conditioning units***
- Pilot assembly/ignitor
- Pressure relief valve (*steam boilers only*)
- Pressure switch
- Relay
- Thermocouple
- Thermopile
- Thermostat****
- Thermostat backplate
- Transformer
- Vent damper (*original equipment only*)
- Zone valve head (*only if no water work is involved*)**

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

** Parts not covered can be replaced by NJR Home Services at standard repair rates.

*** Packaged units must have both a heating and air conditioning service contract to be covered. Other charges may apply. Blower motor is covered only when there are service valves on the refrigerant line.

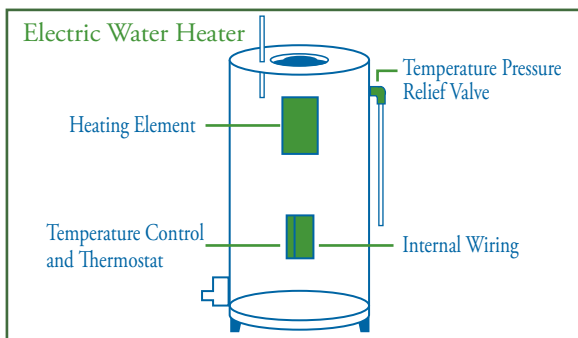
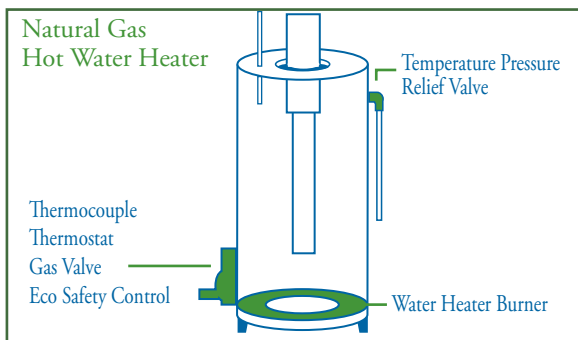
**** Truck stock and non mercury only. Customers who wish to replace a standard thermostat with an automatic setback thermostat may do so at an additional fee.

BOILER/FURNACE EXCLUSIONS:

- Accessory components, such as humidifiers, electronic air filters and zone dampers
- Annual inspections are not included and must be purchased separately
- Any batteries, whether standard or hardwired
- Anything in the water system
- Cleaning and replacing air filters
- Cleaning boiler water, draining expansion tanks, cleaning sight glass, bleeding air from radiators and hot water heating systems
- Flues, piping and heat exchangers
- Heat transfer fluid
- Natural gas house-heating units rated at inputs of 500,000 British thermal units (Btus) or more
- Natural gas house-heating units serving more than a 2-family residence
- Tjerlund, flair, other sidewall venting kits, motors, assemblies, circuit breakers and external wiring
- **Does not include replacement of unit**

HOT WATER HEATERS

Residential Natural Gas/Electric Water Heater



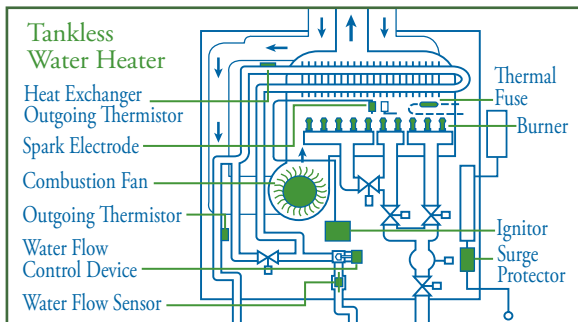
HOT WATER HEATER PARTS COVERED:

- Access door gasket
- Burner (*atmospheric*)
- E.C.O. safety control
- Heating element
- Internal wiring
- Manufacturer installed power vents
- Piezo ignitor
- Pilot and assembly
- Switching relay
- Temperature and pressure relief
- Temperature control and thermostat
- Thermocouple
- Transformer

HOT WATER HEATER EXCLUSIONS:

- After market power vents
- Anodes
- Circulator pump
- Cleaning and replacing air filters
- Dip tubes
- Drain valves and shut-off valves
- Electric water heating units rated 240 volts or above
- Housing piping and shut-off valves
- Natural gas water heating units rated at 80,000 Btus or more
- Units over 75 gallons
- Vapor safety systems
- Vent pipe
- Water heater tank failure or leakage
- Water heating units serving more than a 2-family residence
- Wiring and circuit breaker to electric water heater
- Does not include replacement of unit

Residential Tankless Water Heater



TANKLESS WATER HEATER PARTS COVERED:

- Burner
- Circuit board (*PCB*)
- Combustion fan
- Ignitor
- Overheat switch
- Spark electrode
- Surge protector
- Thermal fuse
- Thermistors
- Water filter and drain
- Water flow control device (*exterior models*)
- Water flow sensor

TANKLESS WATER HEATER EXCLUSIONS:

- Electric water heating units rated 240 volts or above
- Heat exchanger
- Mixing valve
- Water heating units rated at 200,000 Btus or more
- Natural gas water heating units serving more than a 2-family residence
- Vent pipe
- Wiring to electric water heater
- Does not include replacement of unit

Water Heater Attached to Boiler*

ATTACHED WATER HEATER PARTS COVERED:

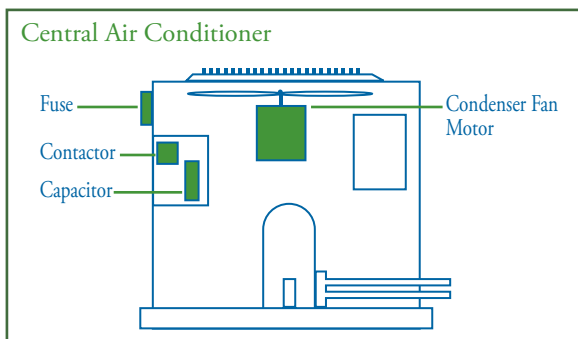
- Circulator motor, if separate from boiler (*only if no water work is involved*)
- Relay
- Relief valve
- Thermostat
- Zone valve motor or head

ATTACHED WATER HEATER EXCLUSIONS:

- Flow valves
- Gaskets
- Heat exchanger and coil
- Does not include replacement of unit

* Must have separate Water Heater Service Contract.

CENTRAL AIR CONDITIONER/ HEAT PUMPS



CENTRAL AIR CONDITIONER/HEAT PUMPS PARTS COVERED:

- Belt and pulley
- Blower motor (*June 1 - August 31 only*)
- Clean and repair condensate line (*only if line is visible and accessible*)
- Condenser fan motor/blade
- Condensate pump
- Contactor
- Defrost cycle relay (heat pump)
- External crankcase heater
- Fuse (*cartridge type*)
- Low ambient temperature control
- Low-voltage wiring (*only if wiring is exposed and accessible*)
- Motor speed control
- Refrigerant*
- Relays
- Run capacitor
- Start capacitor
- Thermostat**
- Time delay controls
- Transformers

* If unit needs refrigerant added more than once, subsequent injecting will be completed only after a thorough leak investigation at NJR Home Services rates.

** Truck stock and non mercury only. Customers who wish to replace a standard thermostat with an automatic setback thermostat, may do so at an additional fee.

CENTRAL AIR CONDITIONER/HEAT PUMP

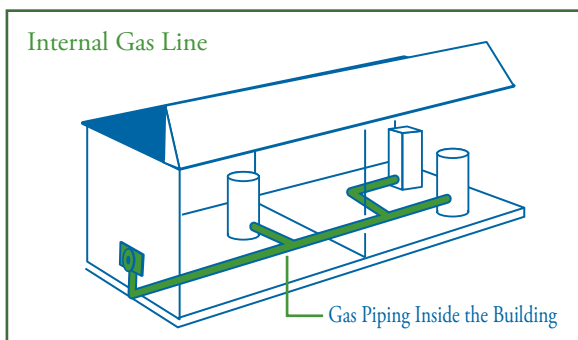
EXCLUSIONS:

- Annual inspections are not included and must be purchased separately
- Any repairs that require accessing the refrigerant system, including leak investigation, leak repairs, internal blockages and all internal component replacements
- Cleaning evaporator coil
- Compressors
- Condenser or evaporator coils
- Disconnect, circuit breaker or electrical wire
- Refrigerant piping (*line sets*)
- Residential air conditioners/heat pumps above five tons
- Does not include replacement of unit

Note: Outside temperatures below 65 degrees, excessive attic temperatures and/or inclement weather may prevent the completion of air conditioning repairs until conditions permit.

INTERNAL GAS LINE

INTERNAL GAS LINE PARTS COVERED:



- Black and/or galvanized piping from 1/2" to 1 1/2" diameter in size
- Includes 1/2" and 3/4" shut-off valves (*leaking or inoperable*)
- Replacement of flexible connectors on hot water heater and furnace, if completely accessible (*replacement only if leaking or as needed*)
- Leaks in crawl spaces and attics on exposed pipe, if accessible
- Repairs are limited to \$2,500 maximum per occurrence

INTERNAL GAS LINE EXCLUSIONS:

- Any piping not up to code
- B valves
- Damage caused by third parties or natural disasters
- Facilities used for commercial purposes
- Natural gas meters
- New construction covered under warranty
- Nothing outside the home is covered – including any appliances inside detached garages
- Mobile homes and trailers
- Repairs to yard lights, grills and pool heaters
- Restoration to affected areas
- Services such as connecting or disconnecting appliances
- Unexposed pipe
- Ventless fireplace valves or piping to a fireplace

ANNUAL INSPECTIONS

Inspection contracts are not included with standard Heating and Air Conditioning Service Contracts and must be purchased separately. It is the customer's responsibility to call NJR Home Services to schedule the annual inspections.

Scheduling during peak months of October through December may be restricted due to volume of emergency work.

HEATING INSPECTIONS

- Check draft hood
- Check for adequate airflow for combustion or ventilation
- Check for proper draft at flue
- Check visible flue pipe
- Check for proper operation of furnace and hot water heater
- Check thermocouple, replace if necessary
- Check operation of blower and circulation pump
- Check thermostat and controls
- Inspect blower belt
- Light and adjust pilot burners
- Lubricate all moving parts as needed
- Replace basic 1" paper furnace filter (*one per service contract*)

AIR CONDITIONING INSPECTIONS

Scheduling of inspections is dependent on the outside temperature being greater than 65 degrees. Excessive attic temperatures and/or inclement weather may prevent the completion of air conditioning inspections until conditions permit.

- Check for proper operation of air conditioner
- Check electrical connections, refrigerant lines and proper system operations
- Check voltage and amperage draw
- Check condensate drain
- Check condensate pump
- Check operation of blower
- Check thermostat and controls
- Inspect blower belt
- Lubricate all moving parts as needed
- Replace basic 1" paper furnace filter
(one per service contract)

NJR HOME SERVICES

Residential Service Contracts:

Natural Gas Heating Systems –

Furnaces and boilers

Hot Water Heaters –

Natural gas and electric

Central Air Conditioners/Heat Pumps

Internal Gas Lines

Heating Inspections –

Heating system including hot water heater

Air Conditioning Inspections

HOW YOUR RESIDENTIAL SERVICE CONTRACTS WORK

- NJR Home Services service contracts provide one full year of service.
- There are two distinct types of service contracts: repair contracts and inspection contracts.
- Repair contracts include coverage for labor and replacement of certain parts on covered equipment when they become inoperable as a result of normal wear and tear. NJR Home Services will respond as needed. Contracts do not cover unit replacement. Annual inspections are not included with these contracts:
 - Heating Service Contract
 - Air Conditioning/Heat Pumps Service Contract
 - Water Heating Service Contract
- Inspection contracts include one annual inspection only per contract year and include a multi-step check list to ensure your equipment is in working order. Inspection contracts do not include any repair work. These contracts include:
 - Heating Inspections
 - Air Conditioning Inspections

All repairs are handled exclusively by our certified NJR Home Services technicians.

To schedule an appointment, please call

1-877-466-3657

or visit our Web site:

www.njliving.com

NJR Home Services strives to provide timely service to all our customers and is not able to assign a priority to contract customers.



NJR Home Services is not the same company as New Jersey Natural Gas, the utility, and is not regulated by the New Jersey Board of Public Utilities. You do not have to buy products or services from NJR Home Services in order to continue receiving regulated services from New Jersey Natural Gas.