

## 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.



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

**WorryFree<sup>®</sup>**  
**REPAIR-REPLACE-PROTECT**



**PSE&G WorryFree<sup>®</sup>**  
Business Contract  
Program

**Terms and  
Conditions**

## Welcome to PSE&G WorryFree®

You've made a wise decision to choose WorryFree Business 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.**<sup>SM</sup> wholesale pricing program.

This document contains important information about appointment scheduling, safety, and **WorryFree** terms and conditions. **Please bookmark** [pseg.com/bizterms](http://pseg.com/bizterms) **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](http://pseg.com/terms) for the latest Residential terms and conditions.

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

For questions or to schedule an appliance repair, please log in to PSE&G *MyAccount* and click Manage My Service Appointment, or 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. Customers are not required to purchase WorryFree services to receive safe, adequate, and proper utility service. Special note: WorryFree contracts do not provide for gas emergency service. If you detect a gas odor, have a gas appliance that will not shut off, or have a carbon monoxide concern, contact your local gas utility. See "Important Safety Information" below. Prices are subject to change without notice. N.J. sales tax is not included. The NJ Board of Public Utilities has not approved the prices offered.*

† 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.

## Table of Contents

<b>Before Your Appointment</b>	<b>4</b>
<b>WorryFree Program Terms, Conditions, and Limitations</b>	<b>5</b>
General Conditions	5
Limitations	6
Contract Program Renewal	8
Coverage Term	8
Missed or Late Payments	8
Change of Address	8
Contract Program Cancellations	9
General Exclusions	10
<b>Heating Contracts</b>	<b>11</b>
Gas Furnace/Boilers	11
Gas Rooftop Heating Units	12
Automatic Gas Water Heater	15
<b>Cooling Contracts</b>	<b>17</b>
Split System Electric Air Conditioner	17
Rooftop Electric Air Conditioning Unit	17
<b>Important Safety Information</b>	<b>19</b>
What to Do During a Gas Emergency	19
<b>How to Schedule Repair Service</b>	<b>20</b>

## Before Your Appointment...

Please comply with the directions provided below to help us service your equipment 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 equipment being serviced.
- Be certain that the area around the equipment is dry, clear, and well lit. We cannot service the equipment if it is surrounded by standing water.
- All passageways and service areas are covered with solid/secured flooring.
- All passageways from the point of entry to the service area shall be at least 24" wide and 48" high.
- A fixed light is installed near the equipment.
- The minimum service clearance shall be: 48" between the floor and overhead construction above the equipment where access is required for servicing or cleaning, and 24" at sides of the equipment where access is required for servicing or cleaning.
- For heating and cooling equipment located in attics or roofs, please make sure that...**
  - Your attic or roof is accessible by a staircase, or an OSHA-approved ladder of adequate height available on site. **Details available at [pseg.com/OSHALadders](http://pseg.com/OSHALadders).**
  - The access door or hatchway is at least 24" x 36" in size.
- For heating and cooling equipment located in a basement or utility room accessible only through a crawl space, please make sure that...**
  - The access door or other means of entry to the crawl space shall not be less than 24" x 36" in size.
  - The crawl space shall be at least 24" wide and 48" high.
  - In addition to the requirements listed above, all guidelines, including those detailed in chapter 4 and chapter 7, of the Gas Appliances and Gas Piping Manual are applicable. This document is available at [pseg.com/GasManual](http://pseg.com/GasManual).**

## WorryFree® Program Terms, Conditions, and Limitations

### General Conditions

- This agreement is between PSE&G and participants in the **WorryFree** Business Contract Program (hereinafter referred to as the "Contract Program" or "Program", and any contract under such Contract Program or Program hereinafter referred to as a "Contract") for gas fired **hot water boilers, steam boilers, warm air furnaces, rooftop heaters, the gas fired heating and electric air conditioning components located within packaged units, rooftop electric air conditioners, split system electric air conditioners, and gas fired water heaters**. All other equipment and/or appliances are specifically excluded from coverage under the Program.
- PSE&G warrants that, subject to the terms and conditions stated herein, PSE&G will repair or replace covered 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 businesses provided with electric or gas service 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.
- Contracts cover only the specified replacement parts and services associated with the adjustment and repair of the covered gas and electric equipment and appliances listed above. Covered services, parts, and labor are provided by PSE&G at no additional cost.
- The Program is optional. In the absence of a 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 Program shall take effect at 12:00 am Eastern Time at the beginning of 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/bizterms](http://pseg.com/bizterms). 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/bizterms](http://pseg.com/bizterms) to view the latest terms and conditions.

### Limitations

- All equipment and parts must be in good working condition on the date the Contract Program becomes effective. Pre-existing 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. PSE&G shall not be liable for any incidental, indirect, consequential or punitive damages (including, but not limited to, lost or reduced business, profits or revenues).
- 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 Commercial Property* – If there is more than one gas furnace or boiler, electric central air conditioner, or other appliance of the same type in the building or unit (e.g., two building heaters or two water heaters), a Contract must be purchased for each appliance, or Contract service will not be provided, except that, notwithstanding the foregoing, if an appliance installed by PSE&G is covered by PSE&G's 1-year warranty starting on the date of installation, such warranty shall be valid even if additional Contracts are not purchased for existing appliances of the same type.
- *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 Heating Contract must be purchased with

a Water Heater Contract, or Contract service will not be provided.

- *Split System Electric Air Conditioning* – If you do not have an Electric Air Conditioning Contract in force with PSE&G, and a part covered by your Heating Contract fails while in use as part of the electric central air conditioning system, the covered part will be replaced without charge, provided that you agree to pay PSE&G the current air conditioning diagnostic fee.
- *Packaged Units* – Packaged Units combining both gas heating and electric central air conditioning components, normally installed as a rooftop system, must have a gas heating and an Electric Central Air Conditioning Contract in force with PSE&G to be eligible for coverage.
- PSE&G reserves the right to exclude specific makes and/or models of equipment from coverage. In the event that PSE&G does not make the repair due to such exclusion, PSE&G will cancel coverage for the appliance and refund your payments made from the effective date of your Contract coverage, or date of the last covered repair (whichever is later), for up to 12 months from such later date.
- If and when PSE&G determines the repair is not reasonably practical based on the age and condition of the equipment, PSE&G reserves the right not to repair the equipment. In the event that PSE&G does not make the repair, PSE&G will cancel coverage for this specific appliance and refund your payments made from the effective date or renewal date of your Contract coverage, or date of the last covered repair (whichever is later), for up to 12 months from such later date.
- All covered 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 will be performed by PSE&G service

technicians. There is no reimbursement for covered repairs provided by parties other than PSE&G.

- Participation in the 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 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 covered repairs will be made until the account is brought up to date and the Contracts are reinstated.
  - 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 and shall not be credited toward payments owed under a Contract Program or a Contract.

### 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 or operate a business 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:
    - Delinquency or non-payment of scheduled charges for coverage under the Program.
    - 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 for reasons other than delinquency or non-payment, PSE&G will cancel coverage for this specific appliance and will refund your payments made from the effective date or renewal date of your Contract coverage, or date of the last covered repair (whichever is later), for up to 12 months from such later date.
  - 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 Contract Program 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, and no service repair was made, 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 duct work; 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.
- 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. 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.
- Reimbursement for loss of business or other consequential damages.

**Parts and services not covered by the Program may be supplied, repaired, or replaced for a fee in accordance with PSE&G's current pricing schedule. Non-covered repairs may also require service provided by an independent contractor at your expense.**

## HEATING CONTRACTS

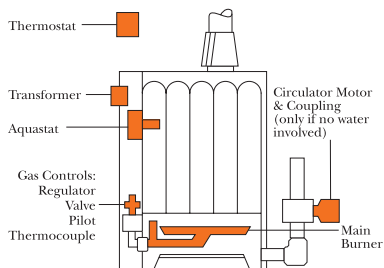
### Gas Furnaces/Boilers

#### Gas Rooftop Heating Units

Heating Contracts cover central gas furnaces and boilers with an input rating on the manufacturer's nameplate of less than 400,000 BTUs. (See below for the list of covered parts under the contract.) (Also see Types of Heating Unit Exclusions on page 16.)

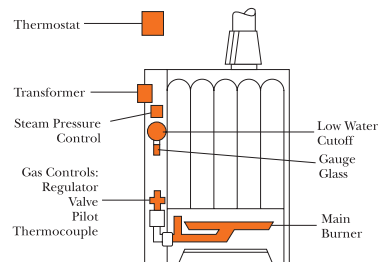
#### Gas Hot Water Boiler

*Shaded areas highlight the location of certain covered parts.*



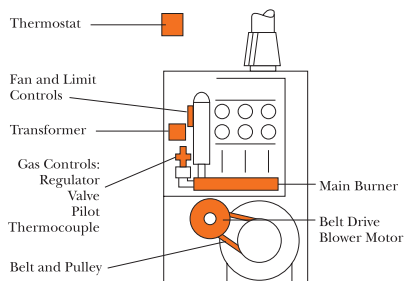
#### Gas Steam Boiler

*Shaded areas highlight the location of certain covered parts.*



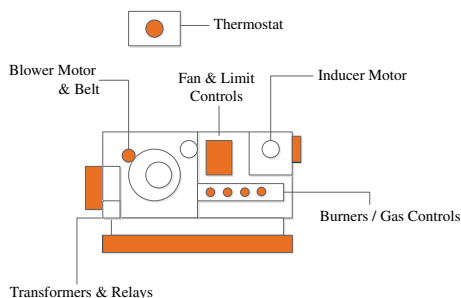
#### Warm Air Furnace

*Shaded areas highlight the location of certain covered parts.*



## Gas Rooftop Heater & Cooling Unit

Shaded areas highlight the location of certain covered parts.



### Parts Covered

- Aquastats
- Automatic ignition system components including igniters
- Belts and pulleys
- Blower motors
- Blower wheels (direct drive only)
- Burners (main and pilot)
- Capacitors
- Circulator motors, couplers, and motor mounts (no water involved)
- Condensate pumps
- Conversion burner motors
- ECO safeties
- Electric switches
- Fan and limit controls
- Fusible links
- Gas Valves (A&B)
- Gas appliance pressure regulators
- Gas controls
- Gauge glass and associated hardware
- Induced draft motor assemblies
- Internal wiring
- Low water cut-off controls (steam systems only)
- Pilot and burner tubing
- Pilot generator cartridges
- Pilot safety switches

Continued on next page

- Power burner motors
- Pressure relief valves(steam systems only)
- Pressure switches
- Spill switches
- Standard area/room thermostats\*\* (remote temperature sensors are not included)
- Steam pressure controls and siphons
- Switching relays
- Thermocouples
- Thermostat back plates
- Thermostat batteries (hard wired only)
- Transformers
- Vent dampers
- Zone valve operators (no water involved)

### Parts Not Covered

- Accessory components, such as humidifiers and electronic air filters
- Air Vents
- Aquastat Valves
- Automatic Air Eliminators – all types
- Automatic water feed valves and controls for steam boilers
- Bearing assemblies
- Back flow preventers
- Belt drive blowers
- Blower bearings
- Circulator pumps
- Drain valves
- Draining, refilling, and purging hydronic systems
- Domestic water supply valves
- Expansion tanks
- Flow control valves
- Forced air zoning system components (damper assemblies, motors, control panels, etc.)
- Heat exchangers
- Low water cutoffs
- Mixing Valves
- Pressure reducing valves

Continued on next page

- Pressure relief valves
- Purge air bound distribution loops and radiators
- Purge valves
- Repair of water leaking from components or system piping
- Repair, replacement, or cleaning of domestic hot water coils, mixing valves, shutoff valves, and associated piping
- Smart control systems intended to manage energy use for entire dwelling
- Temperature and pressure gauges
- Vacuum Breaker
- Vent piping
- Water leaks, cracks, or rupture of the boiler and/or boiler sections
- Zone valves

### Heating Equipment Exclusions

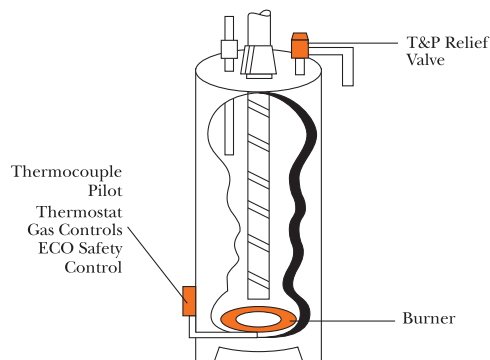
- Heat pump systems
- Ductless heating systems (Mini Splits)
- Space and Unit heaters
- Electric central heating

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

NOTE: If a part covered under your Heating 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 all covered parts will be replaced in accordance with the terms of your Contract.

### Automatic Gas Water Heater

Shaded areas highlight the location of certain covered parts.



### Parts Covered

- Automatic ignition system components including igniters
- Burners (main)
- Burners (pilot)
- ECO safety control
- Exposed wiring
- Gas controls
- Heating elements
- 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

Continued on next page



### 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 piping
- Water heater tank failure or leakage

### Water Heating Equipment Exclusions

- Electric Water Heaters
- Heat Pump Designs
- Tankless Designs
- Hot Water Coils
- Indirect Designs

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

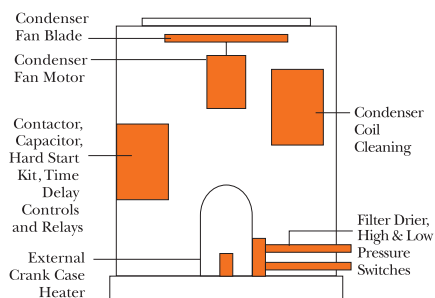
## COOLING CONTRACTS

### Rooftop Electric Air Conditioning Unit Split System Electric Air Conditioner

Air Conditioning Contracts cover electric central air conditioning split systems up to five tons. (See below for the list of covered parts under the contract.)

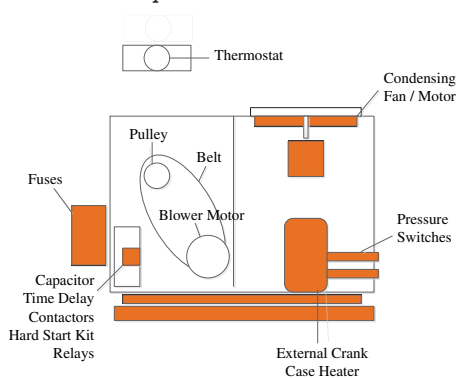
#### Split System Electric Air Conditioner

*Shaded areas highlight the location of certain covered parts.*



#### Rooftop Electric Air Conditioner

*Shaded areas highlight the location of certain covered parts.*



#### Parts Covered

- Belts
- Blower motors
- Blower wheels (direct drive only)
- Capacitors
- Circuit boards
- Cleaning outdoor condenser coils

*Continued on next page*

- 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
- Labor to add refrigerant
- Low ambient temperature controls
- Low voltage wiring (only if wiring is exposed and accessible)
- R22 or R410A refrigerant (material cost)
- 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)

#### *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.)
- Locating or repairing refrigeration leaks on air conditioning components or line set piping
- Metering systems including TXV valves
- Smart control systems intended to manage energy use for entire dwelling

#### *Air Conditioning Equipment Exclusions*

- Heat Pump Systems
- Ductless Cooling Systems (Mini Splits)
- Portable Systems
- Systems utilizing refrigerant other than R22 or R410A

**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.*