

Out of Warranty Repair Examples

Approximate Cost of repairs†:

Washer & Dryer



- Motor — \$290 - \$580
- Control Board — \$190 - \$590
- Agitator / Drum — \$170 - \$590

Refrigerator & Freezer



- Thermostat — \$155 - \$260
- Cool Air Compressor — \$290 - \$590
- Condenser — \$240 - \$390
- Ice Maker — \$350+

Stove & Cooktop



- Thermal Breakage — \$480 - \$980
- Programming Function — \$190 - \$440
- Convection Fan — \$290

Dishwasher



- Drain Pump — \$215 - \$275
- Motor — \$240 - \$340
- Control Board — \$240+

† Prices are estimated costs including labour, and may vary by region and appliance.

The Not So Fine Print Appliance Service Experience

We offer our clients a complete service for parts and labour for 5, or 3 years including the normal manufacturer's warranty period. This service plan does not replace the Legal Guarantee which applies to Québec residents.

Appliances that come with a 2 (two) or more year manufacturer's warranty for parts and labour, will be extended by 1 (one) year, up to a total combined maximum of 6 (six) years of coverage, under the Excelsior™ Service Experience plan.

In the event that a service call is placed and the technician finds that there is no fault that is covered by the service plan, the charges for this call will be covered by Excelsior™ for the first call only.

Repairs or replacements due to misuse, mishandling or abuse are excluded and are not covered by the service plan.

Appliances used for commercial applications (non residential) are not covered by this service plan.

An appliance covered under this service plan must be affected by a mechanical failure to be eligible for repair or replacement, with the exception of the applicable bonus coverages. This does not include cosmetic damage resulting from external causes.

Repair, replacement or cleaning of light bulbs, fuses, filters, shelves, drawers, handles, cables or any add-on devices or peripherals are not eligible for service, with the exception of the applicable bonus coverages.

Once the original appliance covered by this service plan has been replaced or has incurred repairs up to the original purchase price, the service plan will be deemed as having fulfilled its obligations.

Maximum liability of this service plan is the original purchase price less applicable taxes of the inoperable item only, as it appears on the invoice.

Service does not cover servicing, repair or replacement of any "pairs" or "sets" of appliances purchased at the same time as the inoperable item.

In the event an appliance requires installation / uninstallation, any associated charges for this are not covered by this service plan.

For full terms and conditions, please visit
www.phoenixamd.com/appl-35-tc-E.html

1-800-661-7313
service@soswarranty.com

PHX SKU: APPL-35-BRO-01E



we care for what you

Love™



EXCELSIOR
Because You Love It

**Appliance
Service Experience**

The Excelsior™ Appliance Experience

in just 3 easy steps

1 Because you love what they do for you

Prepaid 5 or 3 Year Service Plan

(Includes base manufacturer's warranty of 1 year)

- No deductible
- 100% parts and labour for mechanical and / or electrical breakdowns (non cosmetic)
- Surge Protection
- "No lemon" clause (after 3 failures of the same part during term of plan)



2 Not Working?



If there's a problem with your appliance, we have 3 easy ways to connect with our service specialists:

- E-mail service@soswarranty.com
- Visit excelsiorservice.com
- Call **1-800-661-7313**

We'll send a technician to repair it.

Repair

up to
plan term



3 Can't be repaired?

Then we'll replace it!

Replace

up to
plan term



Learn more



About the
Excelsior™ Service Experience

Bonus Coverage

No Fault Found

In the event that a technician finds there is no fault, Excelsior™ covers the charges for your first "No fault found" call!

Additionally, these appliances come with bonus coverages on top of your regular service plan.

Refrigerator & Freezer

- 2x coverage of broken shelves and drawers
- Frozen Food loss
5 Year Refrigerator* \$250 / Freezer** \$500
3 Year Refrigerator* \$100 / Freezer** \$250

Stove & Cooktop

- 1x coverage of broken doors and shelves
- 6x coverage for wheels
- 6x coverage for temperature control buttons

Dishwasher

- 1x coverage of broken cutlery basket

Ownership

- Ownership is **transferable**
- Optional Renewal

* Freezer section of refrigerator
** Freezer only