

SAMSUNG CARE+ CORE AND SAMSUNG CARE+ PREMIUM

TERMS AND CONDITIONS

PLEASE READ THESE TERMS BEFORE YOU PURCHASE

These Terms and Conditions ("Terms") form a legally binding agreement between Samsung Electronics Philippines Corporation ("Samsung") and the purchaser or registered customer ("Customer", "you" or "your") of an eligible Samsung Care+ Service Plan for an eligible Samsung consumer electronics or home appliance product ("Product").

These Terms explain what your Service Plan includes, when benefits apply, what is excluded, any separate charges, and the rules for payment, cancellation, Maintenance and warranty service.

By purchasing, registering or using a Service Plan, you acknowledge that you have read and agree to these Terms. Nothing in these Terms excludes, restricts or modifies any right or remedy under Philippine law that cannot lawfully be excluded, restricted or modified.

1. SAMSUNG CARE+ SERVICE PLANS

1.1 Samsung Care+ Plans

"Samsung Care+" is the umbrella program for:

- (a) **Samsung Care+ Core ("Core")** – Extended Warranty for the registered Product, together with applicable SmartThings benefits where available;
- (b) **Samsung Care+ Premium ("Premium")** – the same Extended Warranty coverage as Core, together with applicable SmartThings benefits where available, plus Maintenance Services; and
- (c) **Samsung Care+ On-Demand ("On-Demand")** – a separate one-time Maintenance Service for an eligible Product that does not include Samsung Care+ Extended Warranty.

Core and Premium are the Service Plans governed by these Terms. On-Demand is governed by its separate Samsung Care+ On-Demand Terms and Conditions.

1.2 Core and Premium Extended Warranty

For the same eligible Product and selected duration, Core and Premium provide the **same Extended Warranty coverage**.

Premium does not provide broader Extended Warranty coverage than Core. Premium adds the Maintenance Services described in these Terms.

1.3 Samsung Care+ On-Demand

Samsung Care+ On-Demand is a separate one-time Maintenance Service product and does not include Samsung Care+ Extended Warranty.

2. ELIGIBILITY, PURCHASE AND REGISTRATION

2.1 Eligible Products

Samsung Care+ is available only for eligible Products and models for which the applicable Samsung Care+ Service Plan is offered on Samsung.com.ph.

Eligibility is determined at the time the applicable Samsung Care+ Service Plan is purchased, subject to the purchase requirements in Clauses 2.2 and 2.3.

The fact that a Product is sold on Samsung.com.ph does not automatically mean Samsung Care+ is available for that Product.

2.2 Purchase With a Product

Where available, Core or Premium may be purchased together with an eligible Product through Samsung.com.ph.

The available Service Plans, durations, prices and payment options will be shown for the Product at the time of purchase.

2.3 Standalone Core Purchase

If you purchased an eligible Product from Samsung.com.ph, you may purchase **Core separately through Samsung.com.ph within thirty (30) days after the Product purchase**, provided Core is available for that Product and model at the time of the standalone Core purchase.

Standalone Core is currently available only for eligible Products purchased through Samsung.com.ph.

Products purchased from other retailers are not currently eligible for standalone Core. Samsung may expand eligible Product purchase channels in the future.

Core, including standalone Core, is currently available through upfront payment only.

2.4 Registration

Each Service Plan applies to one eligible Product and must be associated with that Product's model and serial number.

Samsung may require your Samsung Care+ order number, Product order number, proof of purchase or delivery, model number, serial number or other information reasonably necessary to verify eligibility and registration.

You must provide accurate and complete information.

2.5 Samsung Eligibility Error

If Samsung accepts payment but later determines that the Product was ineligible because of a Samsung system, configuration or setup error, Samsung will cancel the affected Service Plan and refund the amount paid.

This does not apply where ineligibility results from materially incorrect or misleading information provided by the Customer or another Customer-caused circumstance.

2.6 Home Business and Commercial Use

Extended Warranty eligibility for Products used for Home Business, commercial or other business purposes follows Samsung's applicable Product Warranty for that specific Product.

Samsung Care+ does not expand Extended Warranty coverage to business use that is not covered under the applicable Product Warranty. Premium Maintenance eligibility is separate and is governed by these Terms.

3. MANUFACTURER'S WARRANTY AND EXTENDED WARRANTY

3.1 Manufacturer's Warranty

Samsung's manufacturer's warranty applies independently according to Samsung's applicable Product Warranty.

The Samsung Care+ Extended Warranty begins after expiry of the applicable standard one (1)-year parts-and-labor manufacturer's warranty.

3.2 Extended Warranty Period

The additional Extended Warranty period is:

- (a) **1 + 1 Year:** one (1) additional year;
- (b) **1 + 2 Years:** two (2) additional years;
- (c) **1 + 3 Years:** three (3) additional years; or
- (d) **1 + 4 Years:** four (4) additional years.

Applicable warranty commencement and expiry dates are determined under Samsung's Product Warranty and eStore policies and may be shown in your proof of purchase, delivery record, Samsung Care+ warranty certificate or Samsung records.

3.3 Coverage

Samsung Care+ Extended Warranty follows Samsung's applicable Product Warranty, including covered defects, exclusions, proof requirements, authorized repair requirements, repair and replacement processes and applicable service methods.

Current Product Warranty information is available at:

www.samsung.com/ph/support/warranty/

Routine or preventive maintenance is not part of the manufacturer's warranty or Samsung Care+ Extended Warranty unless expressly stated otherwise. Premium separately includes the Maintenance Services described in these Terms.

Any unauthorized repair, modification or servicing will affect Extended Warranty coverage in accordance with Samsung's applicable Product Warranty. Samsung Care+ does not impose a separate broader unauthorized-repair exclusion.

An unauthorized repair affecting Extended Warranty coverage does not by itself cancel an otherwise valid Premium Maintenance entitlement, provided the Product remains safe and suitable for Maintenance.

3.4 Longer Component Warranties

Samsung Care+ extends only the standard one (1)-year parts-and-labor warranty. It does not add the selected Samsung Care+ period to separately stated longer manufacturer warranties for specific components.

For example, a ten (10)-year manufacturer component warranty does not become twelve (12) years because you purchased a 1 + 2 Year Service Plan.

3.5 Repair Coverage

Core and Premium have the same warranty-repair entitlement.

A repair may be covered under:

- (a) Samsung's manufacturer's warranty, while applicable; or
- (b) Samsung Care+ Extended Warranty, during the applicable Extended Warranty period.

Premium Maintenance does not change, reduce or expand this warranty coverage.

3.6 Repair and Maintenance Are Different

Repair is not part of the Premium Maintenance Service.

If a repair is covered by the manufacturer's warranty or Samsung Care+ Extended Warranty, it will be processed separately under that warranty. If not covered, Samsung or a Samsung Authorized Service Center ("Authorized Service Center") may provide a quotation, and you may decide whether to proceed.

Premium does not mean every repair identified during Maintenance is free.

3.7 Service Method

Warranty repair follows Samsung's applicable Product Warranty and service procedures and may be in-home, carry-in or another applicable Samsung service method.

The availability of in-home Premium Maintenance does not mean every warranty repair is provided in-home.

4. PAYMENT OPTIONS

4.1 Core

Core is currently available through upfront payment only, whether purchased with the Product or as standalone Core.

4.2 Premium Upfront

For Premium purchased upfront, the full Service Plan price is paid at purchase. Included Maintenance Services become available as described in Clause 6 and Schedule 1A.

4.3 Premium Monthly

Premium may also be offered as a **fixed-duration cancellable monthly subscription** ("Monthly Subscription").

The Monthly Subscription is not financing or an installment loan. If you cancel, future recurring charges stop and you do not owe the unpaid balance of the originally selected subscription term.

4.4 Subscription Term

The selected plan corresponds to: (a) 1 + 1 Year = 12 monthly payments; (b) 1 + 2 Years = 24 monthly payments; (c) 1 + 3 Years = 36 monthly payments; and (d) 1 + 4 Years = 48 monthly payments.

The Monthly Subscription does not automatically renew, and the monthly price will not increase during the selected term.

4.5 Billing Date

The first payment is charged at purchase. Later payments are normally charged on the same calendar day each month.

If that date does not exist in a particular month, payment is charged on the last valid day of that month. The original billing-day reference resumes where that date later exists.

5. PAYMENT CARD AND FAILED PAYMENTS

5.1 Card Enrollment

Premium Monthly customers must enroll an eligible payment card.

Samsung does not store the actual card details for recurring-payment processing. Card details are handled through Samsung's applicable payment platform, while Samsung may receive and store a payment token for authorized recurring payments.

5.2 ₱1.00 Card Validation

Samsung or its payment provider may use a ₱1.00 card-validation transaction when a card is enrolled or updated.

It is not part of the Samsung Care+ price and is automatically voided by the payment provider on the same day, ordinarily within approximately four (4) hours. How this appears may depend on your bank or card issuer.

5.3 Failed Payment Attempts

If a scheduled payment fails, Samsung or its payment provider will make:

- (a) the initial attempt on the due date;
- (b) Retry 1 approximately seven (7) days later;
- (c) Retry 2 approximately thirteen (13) days after the original due date; and
- (d) Retry 3 approximately fifteen (15) days after the original due date.

Payment-failure or retry notifications will be sent using your registered contact details.

5.4 Suspension and Recovery

The Monthly Subscription is suspended from the date a scheduled payment fails.

During suspension:

- (a) Samsung Care+ Extended Warranty benefits cannot be used;
- (b) Premium Maintenance cannot be requested; and
- (c) any separate Samsung manufacturer's warranty that remains valid continues according to its own terms.

If payment is successfully recovered during the retry period, Samsung Care+ coverage resumes and the recovered payment counts as continuous payment for Maintenance eligibility.

If the final retry fails, the Monthly Subscription is cancelled.

6. PREMIUM MAINTENANCE ELIGIBILITY

6.1 Eligible Categories

Premium Maintenance is available for eligible models within the following categories where Premium is offered: (a) Twin Tub Washing Machines; (b) Top Load Washing Machines; (c) Front Load Washing Machines; (d) Washer-Dryer Combos; (e) Dryers; (f) Room Air Conditioners; (g) Refrigerators; (h) TVs; and (i) Microwaves.

6.2 Premium Upfront

For Premium purchased upfront, all Maintenance Services included in the selected plan are available immediately while the plan remains valid.

6.3 Premium Monthly

For Products other than Room Air Conditioners, **one (1) Maintenance Service becomes available after each completed twelve (12) months of successful subscription payments**, up to the plan maximum.

For Room Air Conditioners, **two (2) Maintenance Services become available after each completed twelve (12) months of successful subscription payments**, up to the plan maximum.

The applicable entitlements are shown in Schedule 1A.

6.4 Accumulation and Recommended Frequency

Unused available Maintenance Services may accumulate while the Service Plan remains active.

If you have multiple available Services, you may request them within a shorter period, subject to appointment availability.

Samsung recommends Maintenance approximately once every twelve (12) months for Products other than Room Air Conditioners and approximately every six (6) months for Room Air Conditioners. These are recommendations only, not minimum intervals.

6.5 Expiry

Unused Maintenance Services are forfeited when the Service Plan expires or is cancelled and cannot be converted into cash or credit.

If you validly requested an available Maintenance Service while the plan was active but Samsung could not perform it before natural expiry for a reason attributable to Samsung or its service network, Samsung will honor that specific Maintenance Service after expiry.

This does not extend the Extended Warranty, create additional Maintenance entitlement or apply to voluntary cancellation.

7. PREMIUM MAINTENANCE SCOPE AND EXCLUSIONS

7.1 Scope

Maintenance includes only the activities listed in Schedule 1B for the applicable Product.

SmartThings setup, assistance or demonstration is included only where applicable to and supported by the Product.

7.2 Exclusions

Unless expressly included in Schedule 1B, Premium Maintenance does not include: (a) repairs; (b) replacement parts or accessories; (c) replacement filters; (d) cleaning chemicals or consumables; (e) refrigerant charging, replacement or supply; (f) installation or reinstallation; (g) Product upgrades or modifications; (h) removal or reinstallation of cabinetry or fixtures; (i)

scaffolding, lifting equipment or specialized access equipment; or (j) work outside the applicable Maintenance Scope.

7.3 Additional Work

If additional work or repair is required, Samsung or the Authorized Service Center will explain the work and applicable charge before proceeding.

You may decline a chargeable repair. Maintenance may continue if the Product remains safe and suitable.

Warranty-covered repairs will be processed separately under the applicable manufacturer's warranty or Samsung Care+ Extended Warranty.

8. BOOKING, SERVICE AND TRANSPORTATION

8.1 Booking and Scheduling

You may request Premium Maintenance through Samsung Customer Service or, where available, an Authorized Service Center.

Samsung will verify your Service Plan, Product and available Maintenance entitlement.

The assigned Authorized Service Center will generally contact you within approximately twenty-four (24) to forty-eight (48) hours to coordinate scheduling. This is a service target, not a guaranteed appointment time.

8.2 Service Coverage and Location

Premium Maintenance service coverage is available nationwide, subject to technician and Authorized Service Center availability, reasonable access, transportation arrangements, Product suitability and events outside Samsung's reasonable control.

Maintenance may be provided in-home or through an Authorized Service Center depending on the Product and applicable service process.

8.3 Transportation Fee

Transportation for in-home Maintenance is not included in the Premium price.

The Authorized Service Center determines the fee based on its standard charges, travel distance, location and reasonable travel requirements. The applicable or estimated fee will be disclosed before appointment confirmation.

8.4 Failed Visits and Remote Locations

If a technician arrives for a confirmed appointment but Maintenance cannot proceed because of a Customer-caused issue, the Transportation Fee remains payable. The Maintenance Service is not consumed unless successfully completed.

If Maintenance cannot proceed solely because of Samsung, the Authorized Service Center or technician, you will not be charged a Transportation Fee for that failed visit.

Remote locations may require higher transportation charges and, where same-day return is not reasonably possible, technician accommodation. Estimated transportation and accommodation costs must be disclosed to and accepted by you before dispatch.

9. CUSTOMER RESPONSIBILITIES AND SERVICE COMPLETION

9.1 Customer Responsibilities

You must: (a) ensure the Product matches the registered model and serial number; (b) provide safe and reasonable access; (c) remove Customer-controlled obstructions; (d) provide electricity and water where reasonably required; (e) ensure washing machines are empty before service; (f) disclose known Product issues relevant to servicing; and (g) be present or arrange an authorized representative for an in-home appointment.

Samsung may delay or reschedule Maintenance where the Product or location cannot safely or reasonably be serviced.

9.2 Service Consumption

A Maintenance Service is consumed only after successful completion of the applicable Maintenance Scope.

10. CANCELLATION AND REFUNDS

10.1 Premium Monthly Cancellation

You may cancel Premium Monthly through Samsung My Orders, where available, or Samsung Customer Service. Cancellation is immediate.

Upon voluntary cancellation:

- (a) future recurring charges stop;
- (b) no remaining future subscription balance is owed;
- (c) Samsung Care+ Extended Warranty ends;
- (d) unused Maintenance Services are forfeited;
- (e) no future Maintenance entitlement accrues; and
- (f) no pro-rated refund is provided for the current paid subscription period.

Cancellation takes effect immediately when processed, even if you have already paid for the current monthly subscription period. Samsung Care+ benefits end upon cancellation and do not continue until the next scheduled billing date.

A Maintenance Service that has become available but is not successfully completed before voluntary cancellation is forfeited. Booking alone does not preserve it after voluntary cancellation unless Samsung expressly confirms otherwise.

Except where a refund is required by applicable law or otherwise expressly provided under these Terms, voluntary cancellation does not provide a refund of monthly subscription payments already made.

The refund rules that apply when Samsung validly refunds the registered Product are different and are set out in Clause 11.

10.2 No Reactivation; New Purchase

A cancelled Monthly Subscription cannot itself be reactivated.

Another Samsung Care+ Extended Warranty Service Plan may be purchased only if the Product still satisfies the applicable purchase and eligibility requirements, including any applicable purchase window.

If the Product is no longer eligible for Core or Premium Extended Warranty, Samsung Care+ On-Demand Maintenance may be available if the Product qualifies.

10.3 Upfront Service Plans

Upfront Service Plans are generally non-refundable for change of mind or voluntary cancellation.

The refund rules that apply when Samsung validly refunds the registered Product are set out separately in Clause 11.

10.4 Other Refund Exceptions

In addition to the Product-refund circumstances in Clause 11, a refund may apply to an Upfront Service Plan or Monthly Subscription where:

- (a) required by applicable law;
- (b) Samsung sold the Service Plan for an ineligible Product because of a Samsung system, configuration or setup error;
- (c) Samsung cannot provide the purchased Service Plan; or
- (d) another refund circumstance is approved under applicable Samsung policy.

Any refund under this Clause 10.4 will be determined according to the applicable circumstances and Samsung policy, subject to applicable law.

11. PRODUCT REFUND, REPLACEMENT AND TRANSFER

11.1 Product Refunded During Standard Manufacturer's Warranty

If Samsung validly refunds the registered Product while the Product is still covered by Samsung's applicable standard manufacturer's warranty, the associated Samsung Care+ Service Plan will also end.

For **Core purchased upfront**, Samsung will refund the full amount paid for the Service Plan.

For **Premium purchased upfront**, Samsung will refund the amount paid for the Service Plan, less the value of any Maintenance Services already used. If no Maintenance Service has been used, the Premium Service Plan will be refunded in full.

For **Premium Monthly**, Samsung will refund all monthly subscription payments already made for the Service Plan, and no further recurring payments will be charged.

11.2 Product Refunded During Samsung Care+ Extended Warranty — Upfront Plans

If Samsung validly refunds the registered Product after the standard manufacturer's warranty has expired and during the Samsung Care+ Extended Warranty period, an Upfront Service Plan will be refunded only for the applicable unused future benefits as described below.

11.2.1 Core Upfront

For Core purchased upfront, the Extended Warranty amount is allocated equally across the additional Extended Warranty years included in the selected Service Plan.

Samsung will refund only the amount attributable to **future Extended Warranty years that have not yet commenced**.

An Extended Warranty year that has already commenced is treated as used and is not refundable.

Accordingly:

- (a) **1+1 Service Plan:** no Extended Warranty refund is payable once the additional one-year Extended Warranty period has commenced;
- (b) **1+2 Service Plan:** if the Product is refunded during the first Extended Warranty year, one-half (1/2) of the Core amount is refundable. No Extended Warranty refund is payable once the second Extended Warranty year has commenced;
- (c) **1+3 Service Plan:** if the Product is refunded during the first Extended Warranty year, two-thirds (2/3) of the Core amount is refundable; if refunded during the second Extended Warranty year, one-third (1/3) is refundable; and no Extended Warranty refund is payable once the third Extended Warranty year has commenced; and
- (d) **1+4 Service Plan:** if the Product is refunded during the first Extended Warranty year, three-fourths (3/4) of the Core amount is refundable; if refunded during the second Extended Warranty year, two-fourths (2/4) is refundable; if refunded during the third Extended Warranty year, one-fourth (1/4) is refundable; and no Extended Warranty refund is payable once the fourth Extended Warranty year has commenced.

11.2.2 Premium Upfront

For Premium purchased upfront, the Extended Warranty component and Maintenance component are separately identifiable.

Samsung will calculate the refund in two parts:

- (a) **Extended Warranty component:** the Extended Warranty component is allocated equally across the additional Extended Warranty years included in the selected Service Plan. Samsung

will refund only the amount attributable to future Extended Warranty years that have not yet commenced, using the same calculation described in Clause 11.2.1; and

(b) **Maintenance component:** Samsung will refund the applicable Maintenance component, less the value of any Maintenance Services already used.

If the value of Maintenance Services already used equals or exceeds the otherwise refundable Maintenance amount, no Maintenance refund will be payable.

The total Premium Upfront refund will therefore consist of the refundable Extended Warranty amount for future Extended Warranty years that have not yet commenced, plus the applicable refundable Maintenance amount.

11.3 Product Refunded During Samsung Care+ Extended Warranty — Premium Monthly

If Samsung validly refunds the registered Product after the standard manufacturer's warranty has expired and while the Product is covered by Samsung Care+ Extended Warranty, the Premium Monthly Subscription will end and no further recurring payments will be charged.

The Extended Warranty and Maintenance components of Premium Monthly are separately identifiable.

The **Extended Warranty component of monthly subscription payments already made will not be refunded.**

Samsung will refund the **Maintenance component of monthly subscription payments already made, less the value of any Maintenance Services already used.**

If the value of Maintenance Services already used equals or exceeds the otherwise refundable Maintenance amount, no Maintenance refund will be payable.

No refund is payable for future subscription periods for which the Customer has not yet made payment.

11.4 Same-Model Replacement

If Samsung replaces the registered Product with the **same model** under an approved Samsung process, the Samsung Care+ Service Plan will transfer to the replacement Product.

The replacement Product will continue under the remaining period of the existing Service Plan. The transfer does not restart or extend the original Service Plan period.

For Premium, Maintenance Services already used remain used, and any remaining eligible Maintenance entitlement transfers with the Service Plan.

For Premium Monthly, the existing Monthly Subscription continues under its original subscription term and payment schedule.

11.5 Voluntary Transfer

You cannot voluntarily transfer the Samsung Care+ Service Plan to another Product of your choosing.

12. SMARTTHINGS BENEFITS

Eligible Core and Premium Products may receive applicable SmartThings report or other SmartThings benefits according to Product compatibility, model capability and availability.

Premium may additionally include SmartThings setup, assistance or demonstration where stated in Schedule 1B.

Not every SmartThings feature is available for every Product.

13. PRIVACY

13.1 Collection and Use

By purchasing, registering or using Samsung Care+, you acknowledge that Samsung may collect, use, store and otherwise process personal information reasonably necessary for: (a) Service Plan registration and administration; (b) recurring-payment administration; (c) warranty and Maintenance requests; (d) scheduling and service delivery; (e) customer support and complaints; (f) service-quality monitoring and improvement; (g) analytics and internal business purposes; (h) customer surveys and feedback; (i) marketing campaigns (with your separate consent); and (j) informing you about future Samsung products, services, promotions or offerings (with your separate consent), in accordance with Samsung's Privacy Policy and applicable Philippine data-privacy law.

13.2 Sharing and Privacy Choices

Samsung may share personal information, where reasonably necessary, with Samsung affiliates, Authorized Service Centers, contractors, payment providers, technology providers and other service providers involved in administering or delivering Samsung Care+.

Where applicable law requires separate consent, notice or another lawful basis for a particular marketing, promotional or data-processing activity, Samsung will obtain or rely on the appropriate consent or lawful basis.

You may exercise applicable privacy rights or manage marketing preferences through the channels identified in Samsung's Privacy Policy.

14. TERMINATION, LIABILITY AND LEGAL RIGHTS

14.1 Termination by Samsung

Samsung may terminate a Service Plan where you: (a) commit or attempt fraud; (b) provide materially false or misleading information; (c) materially misuse the Service Plan; (d) use it unlawfully; or (e) materially breach these Terms.

Samsung will not terminate a Service Plan merely to avoid providing a valid benefit otherwise due.

14.2 Liability

To the fullest extent permitted by law, Samsung is not liable for indirect, incidental, special or consequential loss arising from the Service Plan.

Nothing in these Terms limits Samsung's obligation to provide a valid Extended Warranty remedy or Premium Maintenance Service expressly covered under these Terms.

14.3 Statutory Rights

Nothing in these Terms excludes, restricts or modifies any consumer right, statutory warranty, remedy or liability that cannot lawfully be excluded, restricted or modified under Philippine law.

14.4 Events Outside Samsung's Reasonable Control

Samsung is not responsible for delays caused by events outside its reasonable control but will use reasonable efforts to resume or reschedule the affected service.

15. CUSTOMER SUPPORT, GOVERNING LAW AND UPDATES

15.1 Customer Support

For questions, Service Plan requests or complaints, contact Samsung through:

www.samsung.com/ph/support/contact/

Samsung may update its contact channels and operating hours from time to time.

15.2 Governing Law

These Terms are governed by Philippine law. Any dispute will be subject to the competent courts of Taguig City, Philippines, unless applicable law requires otherwise.

15.3 Updates

Samsung may update these Terms for clarity, administrative purposes or other non-substantive reasons. In case the Terms are changed/updated/modified in substance, we shall exert earnest efforts to timely notify you of such substantial changes.

Samsung will not use an update to retrospectively reduce the coverage, inclusions or material benefits of a Service Plan already purchased.

SCHEDULE 1A — PREMIUM MAINTENANCE ENTITLEMENT

Premium Upfront

SERVICE PLAN	OTHER ELIGIBLE PRODUCTS	ROOM AIR CONDITIONER
1 + 1	1	2
1 + 2	2	4
1 + 3	3	6
1 + 4	4	8

All included Maintenance Services are available immediately while the Service Plan remains valid.

Premium Monthly

COMPLETED PAYMENTS	OTHER ELIGIBLE PRODUCTS	ROOM AIR CONDITIONER
0–11 MONTHS	0	0
12 MONTHS	1	2
24 MONTHS	2	4
36 MONTHS	3	6
48 MONTHS	4	8

The maximum Maintenance entitlement remains limited to the selected Service Plan.

SCHEDULE 1B — PREMIUM MAINTENANCE SCOPE

1. Twin Tub Washing Machine

Product inspection and performance check

Functional testing

Professional cleaning of the tub, door gasket, interior and exterior surfaces, and drain pump

2. Top Load Washing Machine

Product inspection and performance check

Functional testing

Professional cleaning of the tub, door/lid gasket, interior and exterior surfaces, drain pump, and filter

SmartThings setup and assistance (if applicable)

3. Front Load Washing Machine

Product inspection and performance check

Functional testing

Professional cleaning of the tub, door gasket, interior and exterior surfaces, and drain pump filter

SmartThings setup and assistance (if applicable)

4. Washer-Dryer Combo

Product inspection and performance check

Functional testing

Professional cleaning of the tub, door gasket, interior and exterior surfaces, and drain pump

filter
SmartThings setup and assistance (if applicable)

5. Dryer

Product inspection and performance check
Functional testing
Professional cleaning of the tub, door gasket, interior and exterior surfaces, and lint filter
SmartThings setup and assistance (if applicable)

6. Room Air Conditioner

Product inspection and performance check, including wiring and refrigerant condition
Functional testing
Professional cleaning of the indoor compartment, condenser and evaporator coils, fan blower, and exterior
SmartThings setup and assistance (if applicable)

Inspection of refrigerant condition does not include refrigerant charging, replacement or supply.

7. Refrigerator

Product inspection and performance check
Functional testing
Professional cleaning of the door gasket, interior compartment, condenser and evaporator coils, fan blower, and exterior
Water-filter replacement service (labor only), where applicable
SmartThings setup and assistance (if applicable)

A replacement water filter is separately chargeable.

8. TV

Product inspection and audio/video performance check
Connectivity check with compatible devices and cable setup review
SmartThings setup and Product demonstration (if applicable)

9. Microwave

Product inspection and performance check
Functional testing
Professional cleaning of interior and exterior surfaces
Mica sheet replacement service (labor only), where applicable
SmartThings setup and assistance (if applicable)

Cleaning activities listed above do not include a separate free accessory, replacement filter, cleaning kit or consumable unless expressly stated.