



Maintenance Guidelines - Traditional Franchise

Franchise Agreement Language

Except to the extent 7-Eleven expressly assumes any of the following responsibilities in writing, Franchisees, in their Store Franchise Agreement agree to be responsible for all maintenance repairs, replacements, janitorial services and expenses relating to the Store and 7-Eleven equipment including:

- (1) maintaining the Store, 7-Eleven Equipment, other property in the store and landscaped areas in a clean, attractive, orderly, safe, sanitary condition and in good repair and operating condition, reasonable wear and tear expected.
- (2) replacing light bulbs, ballasts, vault doors glass and door closers on the store and 7-Eleven equipment
- (3) cleaning the Store interior, the parking lot and walk areas, including snow and ice removal.

When 7-Eleven considers it necessary, 7-Eleven agrees to:

- (1) repaint and repair the interior and exterior of the Store
- (2) replace 7-Eleven equipment, including cash registers and point of sale computers
- (3) replace plate glass in front windows and doors
- (4) repair floor covering, exterior walls, roof, foundation and parking lot
- (5) maintain the structural soundness of the Store; and
- (6) maintain the HVAC equipment

The "Maintenance Contract" column describes items that are generally covered under the standard preventative maintenance contracts described in Paragraph 21(b) of the Franchise Agreement relating to your required maintenance of the 7-Eleven Equipment.

Disclaimer:

The Maintenance Guidelines sets forth, generally, the various responsibilities of 7-Eleven, Inc. and the Franchisee with regard to maintenance, repair and replacement of equipment and general upkeep of the facility. These are strictly guidelines based upon the various Franchise Agreements. Responsibilities set forth in your Agreement may vary slightly depending on the year of your Franchise Agreement. Questions regarding a specific repair or maintenance item should be addressed through the Area Facilities Manager. Costs for repair or replacement of equipment caused by the abuse or neglect of a Franchisee or a Franchisee's employees may be charged to the Franchisee. Repair or replacement of equipment and damage to the store caused by fire and casualty loss or damage is covered by 7-Eleven, unless caused by the intentional acts of Franchisee or Franchisee's agents or employees.

BUILDINGS & PROPERTY			
		FINANCIAL RESPONSIBILITY: FZ Responsibility	Maintenance Contract
BUILDING			
Ceilings			
Ceiling Tiles and Suspension System (Cleaning)	✓		
Ceiling Tiles and Suspension System (Repair)			✓
Ceiling Tiles and Suspension System (Replacement)			✓
Doors			
Air Curtain (Repair)	✓		
Air Curtain (Replacement)			✓
Cleaning (All Doors, Framing, and Glass)	✓		
Door Announcer System (Including Wiring) (Repair)	✓		
Door Announcer System (Including Wiring) (Replacement)	✓		
Exterior Door (Adjustments)			✓
Exterior Door (Replacement)			✓
Front Door (Including Glass, Closure Arms, Hinges, Pivots, Pins, Door Seals, Building Threshold Plates and Front Door Push Pull Bars) (Repair and Adjustments)			✓
Front Door (Including Glass, Closure Arms, Hinges, Pivots, Pins, Door Seals, Building Threshold Plates and Front Door Push Pull Bars) (Replacement)			✓
Interior Door Hardware (Including Hinges, Door Closure Arms, Lock Sets and Other Hardware) (Repair and Adjustments)	✓		
Interior Door Hardware (Including Hinges, Door Closure Arms, Lock Sets and Other Hardware) (Replacement)	✓		
Interior Door (Replacement)			✓
Painting (All Doors and Framing)			✓
Rear Exit Door Panic Bar and Alarm (Repair and Rekey)	✓		
Rear Exit Door Panic Bar and Alarm (Replacement)			✓
Electrical			
Breaker or Fuse Box (Repair)	✓		
Breaker or Fuse Box (Replacement)			✓
Ceiling and Exhaust Fans in Restroom (Repair)	✓		
Ceiling and Exhaust Fans in Restroom (Replacement)			✓
Circuit Breakers (Repair)	✓		
Circuit Breakers (Replacement) Except for HVAC and Gasoline	✓		
Circuit Breakers - SEI Maintained Equipment (HVAC, SEI Exterior Signs) (Repair)			✓
Circuit Breakers - SEI Maintained Equipment (HVAC, SEI Exterior Signs) (Replacement)			✓
Electrical - Gasoline (Repair)			✓
Electrical - Gasoline (Replacement)			✓
Electrical for and in Store Front Signage and Canopy (Repair)			✓
Electrical for and in Store Front Signage and Canopy (Replacement)			✓
Outlets, Switches and Timers (Repair)	✓		
Outlets, Switches and Timers (Replacements)	✓		
Quick Disconnects and Breakers to Roof Top Units (Repair)			✓
Quick Disconnects and Breakers to Roof Top Units (Replacement)			✓
Receptacle /Switch Cover Plates on Exterior and Interior of Store (Repair)	✓		
Receptacle /Switch Cover Plates on Exterior and Interior of Store (Replacement)	✓		
Underground Wiring from Store to Pole/Monument Signs and Gas (Repair and Replacement)			✓
Wiring From Exit Point Of Outlets To All Equipment (Repair)	✓		
Wiring From Exit Point Of Outlets To All Equipment (Replacement)	✓		
Wiring from External Supply to Circuit Panel (Repair and Replacement)			✓
Wiring in Floors, Walls and Ceiling (Repair)			✓
Wiring in Floors, Walls and Ceiling (Replacement)			✓
Wiring in Pole/Monument Sign (Repair and Replacement)			✓
Fire Protection			
Foodservice Equipment Fire Suppression System (Inspections and Repair)			✓
Foodservice Equipment Fire Suppression System (Replacement)			✓
Gasoline Fire Extinguisher (Inspections and Repair)			✓
Gasoline Fire Extinguisher (Replacement)			✓



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BUILDINGS & PROPERTY			
	FINANCIAL RESPONSIBILITY: FZ Responsibility	Maintenance Contract	
Fire Protection			
Interior Building Fire Sprinkler System (Repair and Replacement)			✓
Interior Building Fire Extinguisher Inspection			✓
Interior Building Fire Extinguisher Replacement	✓		
Building Fire Alarm (Inspections, Monitoring and Repair)			✓
Building Fire Alarm (Replacement)			✓
Floors			
Floor Mat Supply (Cleaning and Replacement)	✓		
Floor Tile (Repair)			✓
Floor Tile (Replacement)			✓
Routine Floor Care (Stripping, Waxing, Daily Cleaning)	✓		
Roof and Gutters			
Roof Cleaning			✓
Roof Drain and Gutters (Cleaning and Debris Removal)			✓
Roof Drain and Gutters (Repair)			✓
Roof Drain and Gutters (Replacement)			✓
Roof (Repair)			✓
Roof (Replacement)			✓
Walls and Windows			
Glass/Windows (Repair)			✓
Glass/Windows (Replacement)			✓
Graffiti Removal			✓
Interior and Exterior Wall (Including Soffits and Other Architectural Elements) (Cleaning)	✓		
Interior and Exterior Wall (Including Soffits and Other Architectural Elements) (Painting)			✓
Interior and Exterior Wall (Including Soffits and Other Architectural Elements) (Repair and Replacement)			✓
Window 7-Eleven Film/Kux (Repair)			✓
Window 7-Eleven Film/Kux (Replacement)			✓
Window Shade (Repair)	✓		
Window Shade (Replacement)	✓		
Window Shade (New Install)			✓
Windows (Cleaning)	✓		
BUILDING CONTROL SYSTEMS			
Automated Mechanical Control Systems (Repair)			✓
Automated Mechanical Control Systems (Replacement)			✓
Lighting Control Systems (Including Contactors, Timers, Photocells) (Repair)			✓
Lighting Control Systems (Including Contactors, Timers, Photocells) (Replacement)			✓
EXTERIOR-COMMON AREAS AND GROUNDS MAINTENANCE			
Detailed Cleaning (Power Sweep, Power Wash or Other Methods)	✓		
Dumpsters	✓		
Dumpster Enclosure (Cleaning and Clear of Trash)	✓		
Dumpster Enclosure (Repair)			✓
Dumpster Enclosure (Replacement)			✓
Exterior Dock (Cleaning)	✓		
Exterior Dock (Repair)			✓
Exterior Dock (Replacement)			✓
Fences (Cleaning and Clear of Debris)	✓		
Fences (Repair)			✓
Fences (Replacement)			✓
General Housekeeping: Litter Management, and Routine Cleaning - Entire Property, Including Gasoline Areas, Car Wash, Dumpster Enclosures	✓		
Hose Cleaning or Power Washing of Primary Parking	✓		
Irrigation System (Repair)	✓		
Irrigation System (Complete Replacement)			✓
Irrigation System (Including Winterization and Pre-season Start-up)	✓		
Landscaping Upgrades (Required by Governing Agency)			✓
Lawn Care (Mowing Grass, Trimming, Fertilization, Disease Treatment) (Maintenance and Replacement unless CAM or Landlord Responsibility)	✓		
Parking Lot (Entire Property, Cleaning)	✓		
Parking Lot (Pot Hole Repair, Resurfacing)			✓
Parking Lot Markings Re-Striping, Signage Repair and Replacement			✓
Pavement and Sidewalk (Including Gasoline Dispensing and Tank Areas) (Repair and Replacement)			✓
Snow and Ice Removal (Entire Property, unless CAM or Landlord Responsibility)	✓		
Snow and Ice Removal (Top of Buildings and Gasoline Canopy)			✓
Tree and Shrub Care (Fertilization, Disease Treatment, Trimming, Pruning) (Maintenance and Replacement)	✓		
Tree Removal (Unless caused by lack of water or care)			✓
LIGHTING AND SIGNAGE EXTERIOR			
Exterior Signs (Cleaning) Except Highway or Fuel Canopy	✓		
Exterior Building Signs, Pole, Monument Signs and Light Fixtures (Including Building, Gasoline, Gas Canopy and Car Wash Fixtures)			✓
Exterior Lighting			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as "Not Covered Under Contract" on the Inclusion-Exclusion tab).		✓	
Fluorescent or LED Fixtures, Incandescent / Compact Fluorescent Lamps / LED, Ballasts, Drivers, Sockets, Starters, Exterior Building Canopy Lighting (non-fuel) / LED, Security Pole Lights / LED, Wall Pack Lighting / LED (bulbs only), Ice Merchandiser / LED			
Exterior Light Fixtures (System Upgrades)			✓
Exterior Signs All (Including Internal Wiring, Faces, and Supporting Structures) (Repair and Replacement)			✓
Exterior 7-Eleven LOGO, 7-Eleven Monument and 7-Eleven Building Sign (Lighting, Wiring and Supporting Structures) (Repair and Replacement)			✓
Exterior 7-Eleven LOGO, 7-Eleven Monument and 7-Eleven Building Sign Faces and Cans (Repair and Replacement)			✓
(Repair and Replacement)			✓
Exterior ATM and VCOM Signage			✓
Relocation of Lighting			✓



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LIGHTING AND SIGNAGE INTERIOR			
Interior Lighting All (Cleaning)	✓		
Interior Lighting		✓	
Interior Emergency Exit Lights		✓	
Maintenance Contract covers the following: Light Fixture Bulbs only		✓	
Interior Emergency Exit (Repair and Replacement)	✓		
Interior Emergency Wall Pack Lights		✓	
Maintenance Contract covers the following: Light Fixture Bulbs only		✓	
Interior Emergency Wall Pack Light Fixtures (Repair and Replacement)			✓
Interior Lighting All (System Upgrades or Complete Replacements)			✓
Interior Equipment LED Lighting			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).			
POS/POP Signage (Cold/Hot Beverage, Vault, Chili Cheese, Refrigerators, Freezers, Cigarette Displays, Interior ATM / VCOM Signage)		✓	
Signage Attached to Vcom / ATM Kiosk			✓
Relocation of Lighting			✓
PLUMBING SYSTEMS			
Above-ground Drain Pipe Systems (Including Under Sink, Hand Sink, Restroom Sink, Mop Sink and 3 Comp Sink, Water and Drain Lines) (Repair)	✓		
Above-ground Drain Pipe Systems (Including Under Sink, Hand Sink, Restroom Sink, Mop Sink and 3 Comp Sink, Water and Drain Lines) (Replacement)	✓		
Below-ground Drain Pipe Systems (Repair)			✓
Below-ground Drain Pipe Systems (Replacement)			✓
Booster Pumps (Repair)	✓		
Booster Pumps (Replacement)			✓
Drain/Sewer Lines (Clearing, Clogs and Cleaning within Building, Above and Below Ground)	✓		
Exterior Faucets/Hose Bibs (Repair)	✓		
Exterior Faucets/Hose Bibs (Replacement)	✓		
Parking Lot Drains (Repair, Including Pump Outs)			✓
Parking Lot Drains (Replacements)			✓
Septic Tanks (Repair, Including Pump Outs)			✓
Septic Tanks (Replacement)			✓
Sump Pump for WIN Coffee (Repair)			✓
Sump Pump for WIN Coffee (Replacement)			✓
Water Supply System from Municipal Water Main or Well to Building Service Entry (Repair)			✓
Water Supply System from Municipal Water Main or Well to Building Service Entry (Replacement)			✓
Water Supply System within Building, in Walls and Under Floors (Repair)			✓
Water Supply System within Building, in Walls and Under Floors (Replacement)			✓
Water Supply System within Building, not in Walls and Under Floors - (Repair)			✓
Water Supply System within Building, not in Walls and Under Floors - (Replacement)			✓
Grease Traps - Exterior			
Grease Trap (Cleaning and Repair)			✓
Grease Trap (Replacement)			✓
Grease Traps - Interior			
Grease Trap (Cleaning and Repair)			✓
Grease Trap (Replacement)			✓
Hot Water Heater			
Hot Water Heaters (Including Heating Elements, Pilot Lights, Thermal Couplers) (Repair and Replacement)	✓		
Hot Water Heaters (Full Replacement)			✓
Restroom Accessories			
Mirrors, Paper Towel, Toilet Seat Cover and Soap Dispenser (Repair)	✓		
Mirrors, Paper Towel, Toilet Seat Cover and Soap Dispenser (Replacement)			✓
Restroom Accessories - Hand Dryers and Changing Stations (Repair)	✓		
Restroom Accessories - Hand Dryers and Changing Stations (Replacement)			✓
Sinks - Hand Sink, Multi-Compartment Sinks, Mop Sinks, Other Foodservice Sinks			
Water Lines, Faucets and Drain Lines (Repair)	✓		
Water Lines, Faucets and Drain Lines (Replacement) Motion sensor faucets	✓		
Flexible Hose and Nozzle at Multi Compartment Sink (Repair)	✓		
Flexible Hose and Nozzle at Multi Compartment Sink (Replacement)			✓
Hand Sinks, Multi-Compartment Sinks, Mop Sinks, Other Foodservice Sinks (Repair)	✓		
Hand Sinks, Multi-Compartment Sinks, Mop Sinks, Other Foodservice Sinks (Replacement)			✓
Septic Tank			
Septic Tank (Repair)			✓
Septic Tank (Replacement)			✓
Site Utilities			
Storm Drain Piping System (Repair)			✓
Storm Drain Piping System (Replacement)			✓
Well Water (Repair)			✓
Well Water (Replacement)			✓
Toilets and Urinals			
Supply Lines, Flush Valves, Seats, Handles, Lid, Wax Rings, and Drain Connections (Repair)	✓		
Supply Lines, Flush Valves, Seats, Handles, Lid, Wax Rings, and Drain Connections (Replacement)	✓		
Complete Toilet Unit (Replacement)			✓
PEST CONTROL			
Interior and Exterior Pest Control (Available as an Opt In Program)	✓		
Termite Control			✓



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BUILDINGS & PROPERTY			
	FINANCIAL RESPONSIBILITY: FZ Responsibility	Maintenance Contract	
TELEPHONE/COMMUNICATION LINES			
RIS Communication Lines (Repair and Replacement)			✓
Connection ends and Receptacles (Repair)	✓		
Connection ends and Receptacles (Replacement)	✓		
Telephone Lines in Wall, Ceiling and Floor (Repair)			✓
Telephone Lines in Wall, Ceiling and Floor (Replacement)			✓
STORE EQUIPMENT			
	FINANCIAL RESPONSIBILITY: FZ Responsibility	Maintenance Contract	
7-ELEVEN RETAIL INFORMATION SYSTEM (RIS), POINT OF SALE SYSTEMS (POS) AND OTHER POINT-OF-SALE SYSTEMS			
Cash drawer (Repair) RIS plastic insert till	✓		
Cash drawer (Replacement) EUP	✓		
ISP (Repair and Replacement)			✓
Non-RIS Systems in place to manage Branded Fuel and/or Car Wash Operations (Repair)			✓
Non-RIS Systems in place to manage Branded Fuel and/or Car Wash Operations (Replacement)			✓
POS Registers (Repair and Replacement)			✓
Printer Consumables	✓		
RIS Cables (Repair and Replacement, unless store abuse)			✓
Store Initiated Requests for Relocation of POS or ISP	✓		
BEVERAGE EQUIPMENT AND FIXTURES			
ALL Bag in Box (BIB) Flavor Changeouts (Unless Sugar to Sugar Free or Carbonated to Non-Carbonated) Empty bags	✓		
Beverage Equipment Carbon Dioxide Systems, Including Tanks and Supply Lines leaks			✓
SEI Owned Beverage Equipment Drain Systems (Repair)	✓		
SEI Owned Beverage Equipment Drain Systems (Replacement from equipment to drain)			✓
SEI Owned Beverage Equipment BIB Pumps (Repair)		✓	
SEI Owned Beverage Equipment BIB Pumps (Replacement)		✓	
SEI Owned Beverage Equipment Supply Lines (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).		✓	
SEI Owned Beverage Equipment Supply Lines (Replacement)			✓
Beverage Flavor Changeouts (Sugar to Sugar Free or Carbonated to Non-Carbonated) merchandising			✓
SEI Owned Bunn Nitron Iced Coffee (Repair)		✓	
SEI Owned Bunn Nitron Iced Coffee (Replacement)			✓
SEI Owned Coffee Brewers-Drip Pot, Thermo Fresh & Soft Heat (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab). Warmer Plate repairs		✓	
SEI Owned Coffee Brewers-Drip Pot, Thermo Fresh & Soft Heat (Replacement)			✓
SEI Owned Coffee Brewers-Franke A800 / A1000 (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).		✓	
Pump Repair, Internal Leak Repair, Brew Valve & PM Parts Kit Replacement Per Scheduled Maintenance.		✓	
SEI Owned Coffee Brewers-Franke A800 / A1000 (Replacement)			✓
SEI Owned Coffee Brewers-Melitta (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).		✓	
Pump, Pistons & Motor, Internal Leak Repair & Brew Valve		✓	
SEI Owned Coffee Brewers-Melitta (Replacement)			✓
SEI Owned Coffee Grinder-Bunn GVH (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).		✓	
Burr replacement, Burr Adjustment, Dial Repair/Replacement, Off/On/Start Switch Repair/Replacement, Bag Sensor Switch Repair/Replacement			✓
SEI Owned Coffee Grinder-Bunn GVH (Replacement)			✓
SEI Owned Complete Replacement Beverage Equipment or Fixture			✓
SEI Owned Espresso Machine (Repair)		✓	
SEI Owned Espresso Machine (Replacement)			✓
SEI Owned Fountain Soft Drink Machine (Post Mix) (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).		✓	
Bib Pump Repair and Replacement		✓	
SEI Owned Fountain Soft Drink Machine (Post Mix) (Replacement)			✓



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STORE EQUIPMENT			
		FINANCIAL RESPONSIBILITY: FZ Responsibility	Maintenance Contract
BEVERAGE EQUIPMENT AND FIXTURES			
SEI Owned Fresh Blender Integrated Beverage System (Repair) Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab). Twice-a-Year Cleaning and Sanitizing, Freon / Refrigerant, Motor Repair and Replacement, Internal leak Repair/Tubing Replacement, CIP Pump Repair and Replacement, Computer/Control Boards, Sensor, fuse, relay, capacitor, heat exchanger, control board, valve, regulator, solenoid, switch, gasket, seal, O-ring, hardware or fitting repair or replacement, Blender shafts and motors.		✓	
SEI Owned Fresh Blender Integrated Beverage System (Post Mix) (Replacement)			✓
SEI Owned Hot Chocolate/Cappuccino Machine (Repair) Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).		✓	
SEI Owned Hot Chocolate/Cappuccino Machine (Replacement)			✓
SEI Owned Ice & Water Dispenser (Repair) Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab). Freon/Refrigerant, Internal Leak Repair/Tubing Replacement, Twice a Year Cleaning & Sanitizing, Sensor, Relay, Capacitor, Heat Exchanger, Control Board, Valve, Solenoid, Switch, Gasket, O-Ring, Hardware or Fitting Repair or Replacement.		✓	
SEI Owned Ice & Water Dispenser (Replacement)			✓
SEI Owned Ice Machine - Backroom (Repair) Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab). Auger Motors, Freon/Refrigerant, Thermometer repairs and replacements, Thermostat Repairs & Replacements, and Relocations		✓	
SEI Owned Ice Machine - Backroom (Replacement)			✓
SEI Owned Ice Maker / Pre-Chiller (Repair) Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab). Auger Motors, Freon/Refrigerant, Thermometer repairs and replacements, Thermostat Repairs & Replacements, and Relocations		✓	
SEI Owned Ice Maker / Pre-Chiller (Replacement)			✓
SEI Owned Infusion and TST Iced Tea (Repair) Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).		✓	
SEI Owned Infusion and TST Iced Tea (Replacement)			✓
SEI Owned Iced Coffee Machine / Bulk Creamer Machine (Repair) Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).		✓	
SEI Owned Iced Coffee Machine / Bulk Creamer Machine (Replacement)			✓
SEI Owned Lemonade Frozen Uncarbonated Beverage (FUB) (Repair) Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab). Freon / Refrigerant, Auger Motor Repair and Replacement, Beater Motor Repair and Replacement (unless caused by seal failure between PMs), Brixing / Brix Product, Internal leak Repair/Tubing Replacement, BIB Pump Repair and Replacement, Computer/Control Boards, Faceplate Repair and Replacement, Sensor, relay, capacitor, heat exchanger, control board, valve, solenoid, switch, O-ring, hardware or fitting repair or replacement, Merchandiser Door Reprogramming & Digital Adjustments, Video Door (if equipped) Reprogramming & Digital Adjustments		✓	
SEI Owned Lemonade Frozen Uncarbonated Beverage (FUB) (Replacement)			✓
SEI Owned Micromatic Beverage System (Repair) Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab). Bib Pump Repair and Replacement		✓	
SEI Owned Micromatic Beverage System (Replacement)			✓
SEI Owned Soft Serve and Milk Shake Machine (Repair) Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).		✓	
SEI Owned Soft Serve and Milk Shake Machine (Replacement)			✓
SEI Owned Taylor Soft Serve Freezer (Repair) Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab). Freon / Refrigerant, Leak Repair, Monthly Cleaning, Sensor, relay, capacitor, heat exchanger, control board, valve, solenoid, switch, gasket, seal, O-ring, hardware, bearings or fitting repair or replacement. Motor Repair or Replace, Brush Repair or Replace, Gasket Replacement, Scraper and Beater Blade Repair or Replacement, Calibration/Recalibration including flow/draw rate adjustments and product consistency adjustments, sensors and relays		✓	
SEI Owned Taylor Soft Serve Freezer (Replacement)			✓
SEI Owned Non-warranty Beverage Condensers, Evaporators, and Refrigeration Compressors (Repair) Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).		✓	
SEI Owned Non-warranty Beverage Condensers, Evaporators, and Refrigeration Compressors (Replacement)			✓
SEI Owned Slurpee Machine (Repair) Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab), Computer Boards and Slurpee Boards		✓	
SEI Owned Slurpee Machine (Replacement)			✓
FIXTURES, CABINETS, COUNTERS, SHELVING AND MISCELLANEOUS MERCHANDISING FIXTURES			
SEI Owned Furniture and Counters (Repair)	✓		
SEI Owned Furniture and Counters (Replacement)			✓
Condiment Trays (available through EUP) (Repair and Replacement)	✓		
Counter Molding (Repair)			✓
Counter Molding (Replacement)			✓
Countertops and Complete Cabinets (Replacement)			✓
Cup Holders, Sleeves, and Clips (available through EUP) (Repair and Replacement)	✓		
Door Hinges and Sliding Track Rollers (Repair)	✓		
Door Hinges and Sliding Track Rollers (Replacement)	✓		
Gondolas (Repair)	✓		
Gondolas (Replacement)			✓
Interior Gondola and Shelves (Repair)	✓		
Interior Gondola and Shelves (Replacement)			✓
Miscellaneous Merchandising Fixtures (Repair)	✓		
Miscellaneous Merchandising Fixtures (Replacement)			✓
Scratch Lottery Ticket Counter Glass (Cleaning)	✓		



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STORE EQUIPMENT			
		FINANCIAL RESPONSIBILITY: FZ Responsibility	Maintenance Contract
FIXTURES, CABINETS, COUNTERS, SHELVING AND MISCELLANEOUS MERCHANDISING FIXTURES			
Scratch Lottery Ticket Counter Glass (Replacement)			✓
Sneeze Guards/Cup and Condiment Covers (available through EUP)		✓	
FOODSERVICE EQUIPMENT AND FIXTURES			
SEI Owned Bakery Case (Repair)	✓		
SEI Owned Bakery Case (Replacement)			✓
SEI Owned Chili-Cheese Dispenser (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).		✓	
SEI Owned Chili-Cheese Dispenser (Replacement)			✓
SEI Owned Hot Foods - Alto Sham (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).			
Screen Protectors, Glass Repair & Replacement, Doors & Handles, Upgrade Kits, Programming, External Thermometers, Circuit Boards, Calibration / Recalibration, Mother Boards and Fixtures & Shelving		✓	
SEI Owned Hot Foods - Alto Sham (Replacement)			✓
SEI Owned Hot Foods - Doyon Oven (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).			
Screen Protectors, Glass Repair & Replacement, Doors & Handles, Upgrade Kits, Programming, External Thermometers, Circuit Boards, Calibration / Recalibration and Mother Boards		✓	
SEI Owned Hot Foods - Doyon Oven (Replacement)			✓
SEI Owned Turbo Chef Oven (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).			
External Thermometers, Circuit Boards, Calibration / Recalibration & Mother Boards		✓	
SEI Owned Turbo Chef Oven (Replacement)			✓
SEI Owned Lang and Bakers Pride Convection Ovens (Repair)		✓	
SEI Owned Lang and Bakers Pride Convection Ovens (Replacement)			✓
SEI Owned Hot Food Displays (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).			
Fixtures & Shelving, Thermometers, Digital Controllers & Fan Motors		✓	
SEI Owned Hot Food Displays (Replacement)			✓
SEI Owned Microwave Oven (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).		✓	
SEI Owned Microwave Oven (Replacement)			✓
SEI Owned Complete Replacement of Foodservice Equipment or Fixture			✓
SEI Owned Roller Grill Cabinet Glass Sneeze Guard (Repair)	✓		
SEI Owned Roller Grill Cabinet Glass Sneeze Guard (Replacement)			✓
Roller Grill Sneeze Guard (Plastic), Heat Flaps (available through EUP) (Repair and Replacement)	✓		
SEI Owned Roller Grill (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).			
Motors & Chain Replacement		✓	
SEI Owned Roller Grill (Replacement)			✓
SEI Owned Bunn Warmer (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).		✓	
SEI Owned Bunn Warmer (Replacement)			✓
SEI Owned Wisco (Repair) Not covered under contract	✓		
SEI Owned Wisco (Replacement)			✓
HVAC			
HVAC Units (Repair)			✓
HVAC Units (Replacement)			✓
Built In REFRIGERATED STORAGE AND MERCHANDISING EQUIPMENT			
Main Vault Door (Adjustment)	✓		
Main Vault Door (Replacement of Parts or Complete Replacement)			✓
Walk in Freezer Door (Adjustment)	✓		
Walk in Freezer Door (Replacement of Parts or Complete Replacement)			✓
Vault Low-Temp Freezer (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).			
Water Leaks (from unit including drain piping not in floor drain), Repair on drain lines from equipment to floor sink, Coil cleaning, Refrigerant (All refrigerant except R22 are covered unless used during a Billable Repair)		✓	
Vault Low-Temp Freezer (Replacement)			✓
Vault Low-Temp Ice Merchandiser (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).			
Water Leaks (from unit including drain piping not in floor drain), Repair on drain lines from equipment to floor sink, Coil cleaning, Refrigerant (All refrigerant except R22 are covered unless used during a Billable Repair)		✓	
Vault Low-Temp Ice Merchandiser (Replacement)			✓
Vault Medium-Temp Refrigerator (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).			
Water Leaks (from unit including drain piping not in floor drain), Repair on drain lines from equipment to floor sink, Coil cleaning, Refrigerant (All refrigerant except R22 are covered unless used during a Billable Repair)		✓	
Vault Medium-Temp Refrigerator (Replacement)			✓



Maintenance Guidelines - Traditional Franchise

STORE EQUIPMENT			
		FINANCIAL RESPONSIBILITY: FZ Responsibility	Maintenance Contract
Built In REFRIGERATED STORAGE AND MERCHANDISING EQUIPMENT			
Vaults Walk in Cooler (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).			
Water Leaks (from unit including drain piping not in floor drain), Repair on drain lines from equipment to floor sink, Coil cleaning, Refrigerant (All refrigerant except R22 are covered unless used during a Billable Repair)		✓	
Vaults Walk in Cooler (Replacement)			✓
FREE-STANDING REFRIGERATED STORAGE AND MERCHANDISING EQUIPMENT			
SEI Owned Cold Wells (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).			
Water Leaks (from unit including drain piping not in floor drain), Repair on drain lines from equipment to floor sink, Coil cleaning, Refrigerant (All refrigerant except R22 are covered unless used during a Billable Repair)		✓	
SEI Owned Cold Wells (Replacement)			✓
SEI Owned Condiment Station (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).			
Water Leaks (from unit including drain piping not in floor drain), Repair on drain lines from equipment to floor sink, Coil cleaning, Refrigerant (All refrigerant except R22 are covered unless used during a Billable Repair)		✓	
SEI Owned Condiment Station (Replacement)			✓
SEI Owned Coolers (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).			
Water Leaks (from unit including drain piping not in floor drain), Repair on drain lines from equipment to floor sink, Coil cleaning, Refrigerant (All refrigerant except R22 are covered unless used during a Billable Repair)		✓	
SEI Owned Coolers (Replacement)			✓
SEI Owned Freezers and Ice Merchandisers (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).			
Water Leaks (from unit including drain piping not in floor drain), Repair on drain lines from equipment to floor sink, Coil cleaning, Refrigerant (All refrigerant except R22 are covered unless used during a Billable Repair)		✓	
SEI Owned Freezers and Ice Merchandisers (Replacement)			✓
SEI Owned Novelty Cases / Coffin Freezer (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).			
Water Leaks (from unit including drain piping not in floor drain), Repair on drain lines from equipment to floor sink, Coil cleaning, Refrigerant (All refrigerant except R22 are covered unless used during a Billable Repair)		✓	
SEI Owned Novelty Cases / Coffin Freezer (Replacement)			✓
SEI Owned Open Air Cases / Center Island Display Cases (Repair)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).			
Water Leaks (from unit including drain piping not in floor drain), Repair on drain lines from equipment to floor sink, Coil cleaning, Refrigerant (All refrigerant except R22 are covered unless used during a Billable Repair)		✓	
SEI Owned Open Air Cases / Center Island Display Cases (Replacement)			✓
Other Parts for Refrigeration Units			
SEI Owned Condensate Pans/Pumps (Repair)		✓	
SEI Owned Condensate Pans/Pumps (Replacement)			✓
SEI Owned Door – Hinges, Pivots, Handles and Door Closers (Repair)	✓		
SEI Owned Door – Hinges, Pivots, Handles and Door Closers (Replacement)			✓
SEI Owned Door - Warmers (Repair)		✓	
SEI Owned Door - Warmers (Replacement)			✓
SEI Owned Door - Adjustments (Repair)		✓	
SEI Owned Filters (Cleaning and Replacement)		✓	
SEI Owned Glass Shelves (Replacement)	✓		
SEI Owned Refrigerated Cases Glass Doors and Side Panels (Repair)			✓
SEI Owned Refrigerated Cases Glass Doors and Side Panels (Replacement)			✓
SEI Owned Refrigerated Door Seals / Gaskets (Repair)	✓		
SEI Owned Refrigerated Door Seals / Gaskets (Replacement)	✓		
SEI Owned Refrigeration Thermometers (Repair)	✓		
SEI Owned Refrigeration Thermometers (Replacement)	✓		
SEI Owned Refrigeration Door Locks (Repair)	✓		
SEI Owned Refrigeration Door Locks (Replacement)	✓		
SEI Owned Shelving (Non-Glass Replacement)			✓
SEI Owned Sliding Track Rollers-Glides (Repair)	✓		
SEI Owned Sliding Track Rollers-Glides (Replacement)			✓
SEI Owned Torque Rods (Repair)		✓	
SEI Owned Torque Rods (Replacement)		✓	
SAFES			
SEI Safe / Cash Controller and Bill Acceptor (Repair, Unless Customer Abuse)			
Maintenance Contract covers the following: All labor and parts services during reactive service calls (unless listed as Not Covered Under Contract on the Inclusion-Exclusion tab).		✓	
SEI Safe / Cash Controller and Bill Acceptor (Replacement)			✓
SECURITY SYSTEMS			
Any Upgrades Required Due to FZ Initiated Phone Service Changes	✓		
Money Order and EBT/Food Stamp Machines (Repair and Replacement, Unless Store Abuse)			✓
NON 7-Eleven Owned Video Surveillance and Burglar Alarm System	✓		
Handhelds and Silent Alarm (Replacement or Repair)	✓		
Security Equipment Related to Gaming Equipment	✓		
Video Surveillance and Burglar Alarm System, 7-Eleven Specified Base System (Complete System Replacement)			✓
Video Surveillance, Monitoring and Burglar Alarm System, 7-Eleven Specified Base System (Adjustments, Repair, and Component Replacement)	✓		



Maintenance Guidelines - Traditional Franchise

STORE EQUIPMENT			
	FINANCIAL RESPONSIBILITY: FZ Responsibility	Maintenance Contract	
WATER FILTRATION SYSTEM			
Water Filter Replacement (In Excess of Annual Service)	✓		
Water Filter Replacement (Once Annually)			✓
Water Filter System (Repair)			✓
Water Filter System (Replacement)			✓
Water Softener, Reverse Osmosis, or Other Complete-System (Repair and Replacement)			✓
Water Softener, Reverse Osmosis, or Other Whole-System Supplies (Salt)	✓		
FUEL, CAR WASH, OTHER EQUIPMENT			
	FINANCIAL RESPONSIBILITY: FZ Responsibility	Maintenance Contract	
CAR WASH BUILDINGS			
All Components (Repair and Replacement)			✓
General Housekeeping and Litter Management within Car Wash Building	✓		
CAR WASH EQUIPMENT AND UTILITY SYSTEMS			
All Equipment and Systems (Repair and Replacement)			✓
FIRE PROTECTION			
Exterior Fire Extinguisher Maintenance (Repair and Replacement)			✓
Fuel Dispensing Area Fire Suppression Systems (Repair and Replacement)			✓
FUEL DISPENSING EQUIPMENT			
Dispenser/Hanging Hardware (Daily Cleaning)	✓		
Dispenser/Hanging Hardware (Repair and Replacement, Including Decals)			✓
Graffiti Removal			✓
Printer Paper Ordering and/or Installation	✓		
Raised Islands and Protective Bollards (Repair and Replacement)			✓
FUEL SYSTEM MONITORING AND CONTROL SYSTEMS			
Intercom Systems - Maintenance (Repair and Replacement)			✓
Submersible Turbine Pump Motor Control Systems (Repair and Replacement, Including Wiring)			✓
Tank Monitor (Printer Paper Installation)	✓		
Tank Monitor (Repair and Replacement)			✓
GASOLINE CANOPIES			
Canopy Structure, Decking, and Fascia (Repair and Replacement)			✓
MISCELLANEOUS			
Windshield Service Units (Ordering Supplies)	✓		
Windshield Service Units (Repair and Replacement)			✓
UNDERGROUND TANK, PUMP, AND PIPING SYSTEMS			
All Maintenance (Repair and Replacement)			✓