

Pulleys  
 Pump coupler  
 Relay  
 Relief valve  
 Safety interlock switches  
 Sensor  
 Sequencer  
 Sight glass  
 Thermal fuse  
 Thermocouple  
 Thermostat  
 Transformer

**Air Conditioner**

Appliance cord  
 (window only)  
 Bearings  
 Belts  
 Capacitor  
 Circuit boards  
 Compressor\*  
 Condenser fan blades  
 Condenser fan motor  
 Control-type switches  
 Expansion valve  
 Filter dryer  
 Leak repair (minor sealed  
 system where accessible)

Pulleys  
 Relay  
 Service valves  
 Thermostat  
 Transformer  
 Valve caps

**Heat Pump**

Bearings  
 Belts  
 Capacitor  
 Circuit boards  
 Compressor\*  
 Condenser fan motor  
 Control type switches  
 Defrost control  
 Defrost heaters  
 Expansion valves  
 Fan blades (indoor and  
 outdoor)  
 Fossil fuel kits  
 Internal Fuse  
 Leak repair (minor sealed  
 system where accessible)  
 Outdoor thermostats and  
 controls

Pulleys  
 Relay  
 Reversing valve  
 Service valves  
 Thermostat  
 Transformer  
 Valve caps

**Clothes Washer**

Agitator  
 Appliance cord  
 Auto laundry product  
 dispenser  
 Balancing devices  
 Bearings  
 Belts  
 Controls (electronics and  
 switches)  
 Brake assembly  
 Clutch  
 Door glass  
 Door switch  
 Drain hose  
 Drive block  
 Drive coupler

Drive motor  
 Pulleys  
 Fill hoses  
 Internal Fuse  
 Gaskets  
 Handles  
 Inlet water valve  
 Knobs  
 Leveling legs  
 Lid hinges  
 Lid switch  
 Relays  
 Sequencer  
 Shift levers  
 Snubber  
 Solenoids  
 Splash ring  
 Temperature sensing board  
 Timer  
 Touch panels  
 Transmission\*  
 Tub water seals  
 Water pump

**Refrigerator**

Appliance cord  
 Capacitor  
 Coil cleaning  
 Compressor overload  
 Compressor\*  
 Condenser drain heater  
 Condenser fan blades  
 Condenser fan motor  
 Control-type switches  
 Defrost element  
 Defrost fan  
 Defrost thermostat  
 Defrost timer  
 Door closers  
 Door hinges  
 Door seals and gaskets  
 Door shims  
 Drain hose  
 Electronic sensing/  
 monitoring  
 systems  
 Evaporator fan motor and  
 blade  
 Handles  
 Ice/water dispenser  
 Ice maker  
 Internal Fuse  
 Knobs  
 Leak repair (excludes  
 sealed system)  
 Leveling legs and wheels  
 Light switch  
 Microswitch  
 Mullion defrost heater  
 Relay  
 Stile heater  
 Thermistors  
 Thermostat  
 Thermostatic control  
 dampers  
 Touch pads  
 Water inlet valves

**Freezer**

Appliance cord  
 Capacitor  
 Compressor\*  
 Condenser fan blades  
 Condenser fan motor  
 Control-type switches  
 Door seals  
 Defrost element  
 Defrost timer  
 Drain hoses

Evaporator fan motor  
 Handles  
 Hot gas defrost heater  
 Leak repair (minor sealed  
 system)  
 Refrigerant accumulators  
 and receivers  
 Refrigerant charging  
 Relay  
 Stile heaters  
 Thermostat

**Garbage Disposal**

Capacitor  
 Batch switch in collar  
 Reverse switch  
 Rotor  
 Safety switches  
 Seals  
 Shredder (stationary  
 and rotor)  
 Sink flange  
 Sink gasket  
 Stator

**Dishwasher**

Check valve  
 Chemical and detergent  
 dispensers  
 Door gaskets  
 Door hinges  
 Door springs  
 Door switch  
 Drain solenoid  
 Fill valve  
 Guides  
 Handles  
 Heat/moisture purge  
 blower and motor  
 Heating element  
 Hoses  
 Impellers  
 Knobs  
 Leveling legs  
 Motor  
 Motor relay  
 Motor seals  
 Printed circuit controls  
 Pump  
 Rollers  
 Spray arms  
 Spray tower  
 Timer/control  
 Touch pads  
 Tub  
 Water seals  
 Wax motor

**Electrical System**

Components and parts  
 within the perimeter of  
 the main foundation  
 Ballasts  
 Door chime unit  
 Fuse holders and breakers  
 Main panel  
 Outlets Plungers  
 Push button switches  
 Solenoids  
 Standard switches  
 Transformers  
 Wiring

\*On appliances through 8 years  
 of age based on the appliance  
 serial number.

\*\* Up to 8 feet.

# Appliance Repair Plans

## KEY, BRONZE, SILVER, GOLD, HEATING, COOLING AND HEATING & COOLING COMBO

### TERMS AND CONDITIONS

1. Your Service Guard Key, Bronze, Silver, Gold, Heating, Cooling, or Heating and Cooling Plan (the "Program") coverage begins upon receipt by Service Guard, a division of Black Hills Energy (the "Company") of your (a) verbal acceptance of these Terms and Conditions; (b) request to be enrolled in the Program; or (c) first payment for the Program. Coverage will extend for a period of 12 months (the "Term"), unless earlier terminated as provided herein. The Program will automatically renew for an additional 12-month period unless terminated by either you or the Company upon at least seven days' advance written notice to the Company prior to the end of the Term or by the Company at any time for any reason upon 30-days' written notice to you. Rates for service may be increased and these Terms and Conditions may be modified upon 30-days' advance written notice by the Company. You may terminate your enrollment in the Program prior to the effective date of any such increase or modification by providing written notice to the Company. If you terminate your enrollment in the Program prior to the end of the Term, you are liable to the Company for the lesser of (x) the monthly fees owed for the remainder of the Term, or (y) the difference between the cost of all repairs covered during the Term and the monthly fees previously paid during the Term. You may switch from the Program to another plan offered by the Company one time each calendar year upon notice to the Company.

2. As a condition to coverage under the Program, you certify that all appliances, to the best of your knowledge, are reasonably clean and safely accessible and are in good operating condition as of the date that your coverage begins. Conditions existing at the time of enrollment in the Program will not be covered. The Company reserves the right to determine any preexisting conditions. Appliances must meet applicable state and local law requirements in order to be eligible for coverage under the Program.

3. The Company is not liable for charges for service or parts you purchase from others.

4. The Program covers the cost to repair covered appliances, subject to the restrictions contained in these Terms and Conditions. The Program is not intended to be an insurance policy or a substitute for an insurance policy. The Company does not warrant against the failure of covered appliances.

5. The Program applies only to residential grade equipment and only to the primary appliance of each type of covered appliance. We reserve the right to deny coverage of appliances or systems that have missing and/or altered serial numbers. The Program excludes recalled parts and appliances. Coverage for additional appliances can be obtained at an additional cost.

6. Emergency no-heat service for furnaces is available 24 hours a day, 7 days per week. All other service will be scheduled during normal business hours based on repair workload, parts availability and weather conditions; provided, however, that such service may be scheduled during non-business hours at an additional cost.

*Improving life with energy*



7. Repair services will not be scheduled or provided if your account contains a past due balance. Late payment charges equal to 1.5% of your past due balance will be applied to your account for any amount past due 30 days or greater. Your enrollment in the Program may be terminated by the Company for non-payment upon thirty (30) days notice with payment of all balances due and a 12 month wait period required for re-enrollment.

8. Appliances may wear out beyond repair. If the cost of labor and parts to repair a covered appliance in its current condition and age exceeds its current market value or replacement parts are no longer available, the Company reserves the right to not repair the appliance. The Company is not responsible for the cost to replace any such covered appliance.

9. You may transfer your enrollment in the Program (a) to another party within the Company's service area with the prior written consent of the Company, or (b) to your new residence within the Company's service area.

10. The Company reserves the right to select the parts used and to restrict certain makes of appliances from eligibility under the Program due to availability of parts.

11. The Company, its agents, employees and contractors shall not be responsible for any damages, loss, injury or illness caused by delays, unavailable parts, labor difficulties or any other conditions beyond the Company's control. The Company's liability is limited to the cost to repair a covered appliance, subject to other restrictions contained in these Terms and Conditions. In no event will the Company be liable for special, indirect, consequential or punitive damages.

12. The Company reserves the right to select qualified contractors to fulfill its obligation under the Program.

13. The Program may be subject to tax in your community or state.

14. The Company warrants its work for a period of 90 days. This warranty is limited to the Company's repair of any defective work. This is the only warranty made by the Company. ALL OTHER WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED.

## WHAT IS NOT COVERED BY THE PROGRAM?

1. The Program does not cover appliances, parts, materials or conditions not listed herein.

2. The Program does not cover microwave ovens, clocks, range exhaust hoods and timers which do not control an appliance function, flexible gas appliance connectors, zone air dampers, pump bodies, boiler zone valve bodies, condenser coils, evaporator coils, piping, radiators, expansion tanks, boiler sections, air/water filters, air cleaners, humidifiers, chimneys, chimney liners, venting, water tanks, anode rods, heat exchangers, appliance insulation panels, shelves/racks and liners (including glass), light bulbs, trim, solar equipment, induction cooking, rotisserie motors, gas air conditioners, noise not affecting operation of the appliance, or damage to any appliance due to sediment build-up, rust, corrosion or improper venting.

3. The Program does not cover materials, parts or labor required as a result of abuse, misuse, vandalism, fire or other casualty, freezing, acts of nature, power or water supply outages, water damage or any other conditions beyond the Company's control.

4. The Program does not cover the installation, disconnection, or cleaning of appliances, treatment of boiler water, cooling coils or air ducts, setting airflow, venting radiators, or draining expansion tanks. The program does not cover food spoilage due to a covered appliance malfunction. The program does not cover refrigerators located in unconditioned space.

5. The Program does not cover repairs necessitated by design deficiencies or incorrect sizing or installation of appliances. The Program does not cover upgrading

or improvement of appliances, systems and/or equipment including, but not limited to, bringing appliances, systems and/or equipment up to code.

6. The Program does not cover removal, repair, recovering or reconstruction of walls, floors and/or ceilings.

7. The Program does not cover space heaters when used as supplemental heat.

8. The Program does not cover Amana HTM, Lennox CompleteHeat or Glo-Core furnaces or Heatmaker Boiler systems, tankless water heaters, combination domestic hot water/central heating systems, air to air exchangers (HRV), commercial grade equipment or geothermal well fields.

9. The Company shall not be required to remove asbestos, repair or perform maintenance on appliances that may be contaminated with asbestos or other hazardous materials, or perform any service in conditions that may present a health or safety risk to the technician.

## COVERED PARTS

*Covered appliances vary by plan type; please refer to your Welcome Kit for details on what appliances your plan covers.*

<b>Water Heater</b>	controls	Relay
Combustion blower and motor	Receptacles	Sensor (moisture/dryness)
Drain valve	Regulator	Rollers
Flame Sensor	Relay	Selector
Flame spreader	Self-cleaning elements	Shafts
Gas valve	Self-cleaning latches	Solenoids and coils
Heating element	Self-cleaning solenoids	Springs
Ignition module	Sensor	Switch
Igniter	Thermistors	Regulator
Internal Fuse	Thermocouple	Thermistors
Limit control	Thermostat	Thermocouple
Main burner	Top burners	Thermostat
Manifold	Touch pad controls	Touch pads
Pilot burner and assembly	Touch pads	Touch pad controls
Pressure switch	Transformers	Transformer
Regulator		Vent cleaning**
Relief valve	<b>Dryer</b>	<b>Central Heating</b>
Spill Switch	Appliance cord	Aquastat
Thermocouple	Auto laundry product dispensers	Belts
Thermostat	Bearings	Boiler zone valves (head only)
	Belts	Blower bearings
<b>Range</b>	Blower wheel	Blower shaft
(both countertop and oven)	Cable	Blower wheels
Appliance Cord	Capacitor	Capacitors
Door hinges	Control timer	Circuit boards
Door springs	Door catch	Circulation pump (motor only)
Door switches	Door switch	Door Safety Switch
Fan control	Door seals	Fan and/or limit controls
Fan motor	Drive motor	Fan motor
Fan switches	Drum baffles	Flame electrode
Flame spreaders	Drum supports and glides	Flame spreader
Gas valves	Electronic dry control boards	Forced draft fan
Gaskets and seals	Exhaust blower	Forced draft motor
Glass cook top	Flame sensor	Fuel regulator
Glass doors	Flame spreader	Furnace service switch
Handles	Gas valve	Gas valve
Heating elements	Gaskets and seals	Heating element
Ignition modules	Handles	Ignition control module
Igniter	Heating element	Igniter
Insulation panels	Heating element switch	Inducer fan/motor assembly
Internal Fuse	Igniter	Internal Fuse
Knobs	Internal Fuse and fusible links	Internal wiring (other than complete wiring)
Leveling legs	Knobs	Low-water cut-off
Light switches	Leveling legs	Main burner
Manifold	Limit control	Manifold
Oven burners	Lint filter	Pilot burner
Pilot burner assembly	Main burner	Pressure gauge
Printed circuit controls	Pilot burner assembly	Pressure switch
Process control switches	Printed circuit timer control	
Process control timer	Pulleys	
Programmed cooking		