

Blower shaft  
Blower wheels  
Capacitors  
Circuit boards  
Circulation pump  
(motor only)  
Door Safety Switch  
Fan and/or limit controls  
Fan motor  
Flame electrode  
Flame spreader  
Forced draft fan  
Forced draft motor  
Fuel regulator  
Furnace service switch  
Gas valve  
Heating element  
Ignition control module  
Igniter  
Inducer fan/motor  
assembly  
Internal Fuse  
Internal wiring (other than  
complete wiring)  
Low-water cut-off  
Main burner  
Manifold  
Pilot burner  
Pressure gauge  
Pressure switch  
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  
Icemaker  
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

#### 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

\* Up to 8 feet.

# Platinum Plans

## PLATINUM I, PLATINUM II AND KEY PLATINUM

### TERMS AND CONDITIONS

1. Your Service Guard Platinum I, Platinum II or Key Platinum 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 and for any reason upon 30-days' advanced 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. If the Company decides not to repair a covered appliance or part, the Company will replace the appliance with a new one of similar kind, quality and operating features. The Company will attempt to, but will not be obligated to, provide an exact match in color, type or brand. The replacement value will be limited to a maximum of up to \$2,500.00 each for furnace and air conditioners; and up to \$1,500.00 each on all other covered appliances. The replacement will include installation of the new appliance and hauling away of the old appliance, which will become the property of the Company once replaced. No part of the replacement will be in cash or credit.

4. The decision to repair or replace will be at the sole discretion of the Company. The decision may be based on the covered part not being available, the fact that the appliance is no longer worth the cost of repair, or some other reason. You will be advised of the replacement plan and the specific appliance chosen to replace your existing appliance. If code requirements necessitate or the replacement otherwise results in an upgrade, you will be responsible for the additional retail and installation costs associated with the upgrade. Additionally, you may choose to upgrade to a different model or brand of appliance by paying to the Company the difference in retail cost and any added installation cost before the purchase is made.

Improving life with energy



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

6. 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.

7. 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 or altered serial numbers. The Program excludes recalled parts and appliances. Coverage for additional appliances can be obtained at an additional cost.

8. 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.

9. 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.

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 valves bodies, piping, radiators, expansion tanks, boiler sections, air/water filters, air cleaners, humidifiers, chimneys, chimney liners, venting, water tanks, anode rods, 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 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 or disconnection of appliances not replaced under these terms and conditions; or cleaning of appliances, cooling

coils or air ducts, treatment of boiler water, setting airflow, venting radiators, air ducts 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 or Lennox CompleteHeat, Glo-Coor 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.*

### Water Heater

Combustion blower  
and motor  
Drain valve  
Flame Sensor  
Flame spreader  
Gas valve  
Heating element  
Ignition module  
Igniter Limit control  
Internal Fuse  
Main burner  
Manifold  
Pilot burner and assembly  
Pressure switch  
Regulator  
Relief valve  
Spill Switch  
Thermocouple  
Thermostat

### Range

(both countertop and oven)  
Appliance Cord  
Door hinges  
Door springs  
Door switches  
Fan control  
Fan motor  
Fan switches  
Flame spreaders  
Gas valves  
Gaskets and seals  
Glass cooktop  
Glass doors  
Handles  
Heating elements  
Ignition modules  
Igniter  
Insulation panels  
Internal Fuse  
Knobs

Leveling legs  
Light switches  
Manifold  
Oven burners  
Pilot burner assembly  
Printed circuit controls  
Process control switches  
Process control timer  
Programmed cooking controls  
Receptacles  
Regulator  
Relay  
Self-cleaning elements  
Self-cleaning latches  
Self-cleaning solenoids  
Sensor  
Thermistors  
Thermocouple  
Thermostat  
Top burners  
Touch pad controls  
Touch pads  
Transformers

### Dryer

Appliance cord  
Auto laundry product dispensers  
Bearings  
Belts  
Blower wheel  
Cable  
Capacitor  
Control timer  
Door catch  
Door switch  
Door seals  
Drive motor  
Drum baffles  
Drum supports and glides  
Electronic dry control boards

Exhaust blower  
Flame sensor  
Flame spreader  
Gas valve  
Gaskets and seals  
Handles  
Heating element  
Heating element switch  
Igniter  
Internal Fuse and fusible links  
Knobs  
Leveling legs  
Limit control  
Lint filter  
Main burner  
Pilot burner assembly  
Printed circuit timer control  
Pulleys  
Relay  
Sensor (moisture/dryness)  
Rollers  
Selector  
Shafts  
Solenoids and coils  
Springs  
Switch  
Regulator  
Thermistors  
Thermocouple  
Thermostat  
Touch pads  
Touch pad controls  
Transformer  
Vent cleaning\*  
**Central Heating**  
Aquastat  
Belts  
Boiler zone valves (head only)  
Blower bearings