



TERMS AND CONDITIONS

Effective February 28, 2024

Appliance Repair Plans

Comfort Key, Comfort Complete, Comfort A La Carte

You, the “Customer”, have requested enrollment in Service Guard from Black Hills Corporation (hereinafter referred to as “Black Hills Energy” when conducting Service Guard appliance repair services for its gas utility subsidiaries). The Customer’s request for enrollment in Service Guard along with these Terms and Conditions and the Appendices hereto, comprise the agreement between the Customer and Black Hills Energy regarding the Customer enrolling in and coverage under Service Guard. By providing the Customer with these Terms and Conditions (“Terms and Conditions”), the Customer’s enrollment in Black Hills Energy’s Service Guard offering is confirmed. The effective date of the Plan is listed on the Welcome Packet that has been provided to the Customer.

The Plan Provider and Seller are: Black Hills Energy, P.O. Box 1400, Rapid City, SD 57709-1400

The services addressed in this Agreement are regulated by the Iowa Insurance Division, 601 Locust St., 4th Floor, Des Moines, Iowa 50309.

Please refer to Black Hills Energy’s Privacy Policy located at <https://www.blackhillsenergy.com/privacy-policy>, regarding any information Black Hills Energy maintains pertaining to the Customer’s enrollment in Service Guard.

Service Guard: Service Guard consists of 1) the Comfort Key Plan; 2) the Comfort Complete Plan; 3) the Comfort A La Carte Plan only; or any combination of the Comfort Key Plan or the Comfort Complete Plan with Add On(s) from the Comfort A La Carte Plan. Plans are available within select Black Hills Energy service territories. The monthly cost for each Plan and the selected coverage under each Plan will vary. Your Appliances that are covered by your enrollment in the Plan and the coverage you have selected are on record with Black Hills Energy. Under the Comfort Key Plan and the Comfort Complete Plan only, if you have MORE THAN ONE OF THE SAME or similar Units, coverage for the same or similar Units is LIMITED TO THE FIRST UNIT for which you file a service request. Service Guard is subject to the following Terms and Conditions. Attached and made a part of these Terms and Conditions is Appendix “A” which lists the Appliances and covered parts of each Plan and Service Guard coverage. The monthly costs for each Plan are subject to change as provided for in these Terms and Conditions.

Definitions:

- “Agreement” or “Service Agreement” means these Terms and Conditions and the Appendices hereto.
- “Major Component” means a compressor, reversing valve or inverter board which can be part of an A/C outside condensing unit, Heat Pump or Mini Split Systems.
- “Mechanical Breakdown” or “Electrical Breakdown” means a failure (not gradual reduction in operating performance due to wear and tear) of a covered part.
- “Service Repair Plan”, or “Plan” means your requested Service Guard Plan.
- “Customer” means you, the counterparty, to these Terms and Conditions and the Appendices hereto.
- “Unit” refers to number of appliances covered under the Plan.
- “Add Ons” refers to adding additional appliance coverage to a bundle plan offering.
- “Enrollment Date” means the date the Customer enrolled in appliance coverage.



Eligibility for Coverage: A prerequisite to enrolling in Service Guard is that the customer's Black Hills Energy account must have no past due balance. Any past due balances must be paid in full before Service Guard coverage begins and before any Service Guard service calls are scheduled.

1. As a condition to coverage under the Plan, the customer certifies that all appliances, to the best of their knowledge, are reasonably clean and safely accessible and are in good operating condition as of the date that the customer's coverage begins. Conditions existing at the time of enrollment in the Plan will not be covered. Black Hills Energy reserves the right to determine any preexisting conditions or consequential damages.
2. Appliances must meet applicable state and local law requirements in order to be eligible for coverage under the Plan.
3. Appliances on the Plan that have been repaired under the Plan may not be substituted or removed from the Plan during the term of the Agreement.
4. The Customer's Appliances must be located within the Black Hills Energy service territory. Individuals who do not receive utility service from Black Hills Energy but are located in the Black Hills Energy service territory, may enroll in a Service Guard Plan. Service Guard reserves the right, in its sole discretion, to deny enrollment of a non-utility customer due to factors including, but not limited to, travel distance, resources, or availability of Service Guard personnel.
5. An individual 18 years or older must be present and remain onsite before a Service Guard technician, or Service Guard designated technician, can enter the Customer's home.
6. Service Guard covers the repair of covered parts and labor for Mechanical or Electrical Breakdowns. Subject to the other terms and conditions contained herein, if Service Guard determines, in its sole judgment, that any Unit is not repairable for any reason, including, but not limited to, the unavailability of parts, or in the event Service Guard, in its sole discretion, determines that the unit is unsafe, Service Guard shall, at its option, require the replacement of the Appliance in lieu of repairs.
 - a. Upon such a determination by Service Guard, Service Guard may provide a coupon to the Customer that can be applied by the Customer towards a new replacement Appliance to be purchased at a retailer of the Customer's choice. The Customer must send the authorized coupon and a valid receipt or proof of purchase of the new Appliance in order to receive reimbursement from Service Guard. If Service Guard elects to provide Customer with a coupon, the value of the coupon will be determined by Service Guard, in its sole discretion.
 - b. The coupon is valid for a period of thirty (30) days from the date of authorization. The new Appliance must meet all the conditions of a covered Appliance to be eligible for a coupon. The new Appliance would then be the unit covered under Service Guard and the replaced Appliance will no longer be eligible for coverage. In this event, Service Guard will have no further obligation of performance under this Agreement as to the non-repairable Appliance or unit. Customer will be responsible for removal of the non-repairable appliance(s) or unit(s).
7. The Customer's participation in Service Guard may be subject to state or local taxes which will be the customer's responsibility to pay.



Term: In return for the Customer's monthly payment, the Customer's Plan coverage will begin upon approved enrollment. The Customer will receive a Welcome Packet confirming the start date, coverage selected, and pricing. The Customer's initial term extends for one (1) year from the Enrollment Date. Thereafter, coverage will automatically continue on a month-to-month basis until the Customer requests that it be terminated, or the Plan is canceled by Service Guard as set forth below. At any time during your Plan coverage, these Terms and Conditions and/or the monthly cost for each individual Plan may be modified by Black Hills Energy, upon thirty (30) days' notice to the Customer. This Plan is not transferable.

Customers shall be permitted to cancel and return this Agreement within twenty (20) days of the date of mailing of this Agreement or within ten (10) days after delivery of this Agreement if the Agreement is delivered at the time of sale. If no claim has been made under the Agreement prior to its return, the Agreement is void and the full purchase price of the Agreement shall be refunded to you. A ten percent (10%) penalty shall be added each month if the refund is not paid to the Customer within thirty (30) days of the return of the Agreement to Black Hills Energy.

Cancellation due to nonpayment: Service Guard may terminate the Plan coverage in any Service Guard Plan, without notice to the Customer, for non-payment, for a material misrepresentation made to Service Guard by the Customer, or for a material breach by the Customer of the duties related to a covered Appliance or the Customer's misuse of a covered Appliance. Should Service Guard terminate the Plan coverage in a Service Guard Plan for any other reason, Service Guard will provide not less than ten (10) days' notice prior to termination, including a statement of the reason(s) for termination and the effective date of the termination. Customers who are removed from a Service Guard Plan for non-payment will be required to wait twelve (12) months from the last authorized non-utility event date before re-enrolling in a new Plan. If Your Service Guard Plan is terminated for any issue other than non-payment, the Customer may be re-enrolled in a Plan, at Service Guard's sole discretion, upon curing the cause of termination.

- If Customer is terminated by Black Hills Energy for non-payment, the payment of all balances due are required prior to Customer re-enrollment.

Notice of Cancellation: The Notice of Cancellation shall state the effective date of the cancellation and the reason for the cancellation. If this Agreement is canceled by Black Hills Energy for any reason other than nonpayment of the purchase price, Black Hills Energy shall refund you in an amount equal to one hundred percent of the unearned purchase price paid, calculated on a pro rata basis based upon elapsed time or mileage, less any claims paid. Black Hills Energy may also charge a reasonable administrative fee in an amount no greater than ten percent (10%) of the total purchase.

Early Termination: If the Customer desires to terminate enrollment in the Plan within a twelve (12) month period after the Enrollment Date, Customers may do so if they have not received services costing more than the amount paid up to the last day of the month desired to terminate enrollment. If the Customer had one (1) or more service claims and chooses to cancel their Service Guard Plan, or are terminated from their Service Guard Plan for any stated reason before the initial term has expired, the Customer will be responsible for the cost of all service claims made on their behalf, less all paid monthly premiums, or the balance of the initial twelve (12) month term premium, whichever is less.

You may also provide written notice of your termination to: Black Hills Energy, Attn: SERVICE GUARD Plan, P.O. Box 1400 Rapid City, SD 57709. You may also terminate by calling 888-890-5554, or emailing ServiceGuard@support.blackhillsenergy.com



Notice of Update: At any time during the Plan coverage, these Terms and Conditions and/or the monthly cost for each individual Plan may be modified by Black Hills Energy, upon thirty (30) days' notice to the Customer. Customers may terminate their enrollment in the Plan prior to the effective date of any such increase or modification by providing written notice to Black Hills Energy.

The Customer may switch from the Plan to another Plan offered by Black Hills Energy one time each calendar year upon notice to Black Hills Energy.

Refrigerant: The Plan will provide coverage for minor A/C refrigerant leaks (maximum of two pounds refrigerant annually) in a sealed system. Minor leaks must be accessible, without disassembly for repair. Major or multiple leaks are not covered by the Plan. The Customer is responsible for additional refrigerant beyond two pounds. Due to the EPA phase out of R-22 refrigerant, R-22 refrigerant is not covered by the Plan. Black Hills Energy reserves the right to restrict coverage of alternative refrigerants.

Waiver of Damages When Moving Appliance: Customer understands there is inherent risk in such movement. There is risk of damage to the Appliance itself, and to areas surrounding its installation, including but not limited to flooring, cabinetry, and counter tops. Customer acknowledges the Service Guard technician is not required to move the appliance. In exchange for the technician's willingness to do so, the Customer promises to hold faultless, both the technician and Service Guard from any and every liability associated with any such damage as may occur in connection with this movement.

Safety: Service Guard must have safe access to and safe working conditions at and around the Customer's Appliances and equipment, and Service Guard shall have the right to refuse service under the Plan and/or to terminate Customers enrollment in Service Guard in the event the Customer does not or is unable to provide safe access or working conditions.

Pet: If the Customer owns a pet, for the safety of our service technicians and the Customer's pet, the pet must be secured to allow Service Guard to perform the necessary work in and around the Customer's home. Failure to do so prevents the service technician from being able to enter the Customer's home or the surrounding area to perform appliance repair work.

Limitation of Liability: Service Guard, its agents, employees, and contractors shall not be liable to Customer for any special, indirect, consequential, or incidental damages of any kind, including, without limitation, any damages, loss, injury, or illness caused by delays, unavailable parts, labor difficulties or any other conditions beyond Black Hills Energy's control, based on any claim under this Agreement, even if Customer has been advised of the possibility of such damages. Black Hills Energy's liability is limited to the cost to repair a covered Appliance, subject to other restrictions contained in these Terms and Conditions. To the extent permitted by applicable law, in no event shall the liability for damages hereunder of Service Guard or its parents or affiliates exceed the amounts actually paid to Service Guard by the Customer.

Plan Descriptions: No prior approval, deductible, or service fee is required when making a claim. Primary heat is eligible for service within twenty-four (24) hours, including service after-hours, and on weekends and holidays. Every effort will be made to schedule calls the same day if repair request is received prior to 10:00p.m. All other services 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. Service can be requested through the customer web portal or by calling 1-888-890-5554.



1. By enrolling in a Service Guard Plan, Customer agrees that Service Guard may respond to a request for service on a covered Appliance at the covered location, even if the person requesting service, is not Customer.
2. Repair services will not be scheduled or provided if the Customer's account contains a past due balance. Late payment charges equal to 1.5% of the past due balance will be applied to the customer's account for any amount past due 30 days or greater.
3. The Plan applies only to residential grade equipment and only to the primary appliance of each type of covered Appliance. If an Appliance, such as a furnace or boiler, serves more than one residence, all addresses served by that Appliance must be disclosed at the time of enrollment. Service Guard is restricted to Appliances factory designed, manufactured, and sized for residential use, and being used for residential purposes. Coverage for additional Appliances can be obtained at an additional cost.
4. Black Hills Energy reserves the right to deny coverage of Appliances or systems that have missing or altered serial numbers. The Plan excludes recalled parts and appliances.
5. Black Hills Energy reserves the right to select the parts used and may elect to use substitute parts or services that comply with applicable state and federal laws and the right to restrict certain makes of Appliances from eligibility under the Plan due to availability of parts. The choice of parts to be used for repair of any Appliances(s) shall be at the sole discretion of Service Guard.
6. 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, Black Hills Energy reserves the right to not repair the Appliance.
7. The decision to repair will be at the sole discretion of Black Hills Energy. 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. Black Hills Energy will make commercially reasonable efforts to protect against any further damage while making repairs. Black Hills Energy will follow any applicable owner's manual or other required service or maintenance procedures.
8. Black Hills Energy is not liable for charges for service or parts you purchase from others.
9. Black Hills Energy reserves the right to select qualified contractors to fulfill its obligation under the Plan.
10. The Plan covers the cost to repair covered Appliances, subject to the restrictions contained in these Terms and Conditions. The Plan is not intended to be an insurance policy or a substitute for an insurance policy. Black Hills Energy does not warrant against the failure of covered Appliances. Obligations of Black Hills Energy under this service contract are backed by the full faith and credit of Black Hills Energy and are not guaranteed under a reimbursement insurance policy.
11. Black Hills Energy warrants its work for a period of ninety (90) days. This warranty is limited to the Black Hills Energy's repair of any defective work. This is the only warranty made by the Black Hills Energy.

ALL OTHER WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED.

Major components are covered for eight (8) years (based on serial number) and covered components are covered for the life of the Appliance as long as parts are available.



What is not covered by the Plan?

1. The Plan does not cover appliances, parts, materials, or conditions not listed herein.
2. Equipment located in an unsafe location. Some examples include, but are not limited to, a confined space, equipment located above six feet from the ground, equipment in an attic without decking or walkway, or equipment on a roof.
3. Labor and materials or parts directly covered under a manufacturer's warranty, or manufacturer's recall; inherent defects; appliances covered under another service plan; or parts, material or labor to repair Unit(s) sold "as-is", including floor models, or demonstration models.
4. The Plan does not cover window A/C units; tank-less water heaters; 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); 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.
5. Labor and materials or parts for repair of:
 - a. Leak in line set, evaporator coil, and/or condenser coil; heat exchangers; water heater tank; water storage tanks; or solar heating systems.
 - b. Hardware including, but not limited to, cabinets, bases, mounts, trim, frame, panels, or components that are not mechanical or electrical.
 - c. Accessories including, but not limited to, antennas; batteries; light bulbs; analog clocks; fuses [unless result of covered part]; circuit breakers unless built-in; electronic or "solid state" accessories not directly related to the primary operation of the appliance including, but not limited to, disks, computer programs, computer memory, software, internet connectivity; cameras; televisions; or touch screens.
 - d. Peripheral equipment including, but not limited to, refrigerator compressors; drains; ductwork; duct dampers; duct booster fans; combustion air vents; dampers/economizers; expansion tanks; anode rods; under floor radiant heat tubing; boiler sections; non-isolated boiler valves; boiler zone valve bodies; condensate pumps; boiler; appliance or furnace housings; air or water filters; media, or pads of all kinds; electronic air cleaner cells; steam and stand-alone humidifiers; UV disinfection lights; external power, fuel, or water supply lines; paint; chimneys; chimney flues and liners; venting; flexible appliance gas connectors; insulation; piping; radiators; alternative and obsolete refrigerants as mandated by Environmental Protection Agency (EPA) guidelines; or replacement or upgrading of equipment as a result of replacing associated equipment within a sealed system (evaporative coil, condensing unit, line set.)
6. Maintenance, including but not limited to, charges for draining, purging, cleaning of boiler and associated water lines; line sets for air conditioning; cleaning of cooling coils; cleaning of air ducts, venting; adjusting or balancing air flow to rooms; venting of radiators, baseboard casings; draining or cleaning of expansion tanks; cleaning of appliances; cleaning of glass; disconnection of appliances for cleaning or moving; installation of new or replacement appliances, evaporative pads, filters; water heater tank; cleaning of furnace heat exchanger; or regular maintenance service such as seasonal pilot lighting and safety checks; or costs associated with reclaiming/recycling refrigerant.



7. Costs for direct, indirect, incidental, or consequential damages, including food spoilage; illness or injury caused by delays, failure to service, or labor difficulties; removal or reconstruction of walls, floors, or ceilings; damage to the premises or covered Unit caused by leaking or dripping of plumbing connections; condensation, mold, mildew, or other contamination of the Unit or the premises; or other conditions beyond Black Hills Energy's control arising from Black Hills Energy's performance under this Plan, including, but not limited to:
- Failure to comply with manufacturer's instruction for use of Unit(s) and/or negligent damage due to lack of maintenance or winterization; willful abuse; or misuse of the covered Unit(s) by the Customer or any other person.
 - Scratching, denting, puncturing, or chipping, however caused; inadequate or defective electrical wiring, plumbing, or power supply; vandalism; improper installation; rust or corrosion; or scorching or damage from heat sources exceeding expected, normal, or factory recommended operating temperatures.
 - Fire; smoke; freezing; fuel, power, or water supply outages; lightning; power surges; theft; explosion; wind, flood, earth movement, or other "acts of God"; civil disturbance; or "acts of war."
 - Improper use of an electrical source or replacement of fuses.
 - Updates to equipment not meeting current local code requirements; or repairs performed by any repair service other than Black Hills Energy or a Black Hills Energy authorized repair service.
 - Loss or damage to Unit(s) while in the course of transit, delivery, redelivery or movement for any cause, including damage while packing or unpacking, removal or reinstallation of a covered Unit(s); or damage caused from any physical force applied to a covered Unit(s).
 - Mischief or destruction caused by animals.
 - Loss of use of the covered Unit(s) or consequential damages; delays in rendering service; or incidental loss of any nature.
 - Black Hills Energy shall not be required to remove asbestos or perform maintenance on Appliances which may be contaminated by asbestos or other carcinogenic, or EPA recognized hazardous materials as announced by the EPA.
8. The Plan 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 Plan does not cover food spoilage due to a covered appliance malfunction. The Plan does not cover refrigerators located in unconditioned space.
9. The Plan does not cover repairs necessitated by design deficiencies, incorrect sizing, or installation of appliances. The Plan 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.
10. The Plan does not cover removal; repair; or recovering or reconstruction of walls, floors and/or ceilings.
11. The Plan does not cover major or multiple A/C refrigerant leaks (needing more than two pounds of refrigerant annually). Due to the EPA phase out of R-22 refrigerant, R-22 refrigerant is not covered by the Plan. Black Hills Energy reserves the right to restrict coverage of alternative refrigerants.



Appliances excluded by type or brand, including but not limited to:

- Amana® HTM furnaces
- Buderus boiler and water heaters
- Combination gas/wood burning heating system
- Domestic water heater used for space heating
- Electric space heaters
- GlowCore®
- Heatmaker®
- Hytech®
- HydroTherm®
- Induction cooktops
- Lennox® Hi-efficiency including “Pulse®”, “Hydro-Pulse®”, “Complete” Heat®, “WhisperHeat®”, “G60 furnace”
- Oil fuel appliances
- Indoor and outdoor fireplaces or fire pits
- Triangle Tube boilers, indirect fired water heaters
- Ventless heaters and fireplaces
- Viessmann heating and air conditioning units
- Snowmelt furnaces and/or boilers
- Residential furnaces/boilers over 299,000 Btu input
- Residential air conditioning over 5 tons capacity
- Whole house fans
- Packaged terminal air conditioners (PTAC)
- Window A/C units
- Tankless water heaters
- Point of use water heater at fixture (electric)
- Tank or storage water heaters < 30 gallons
- Residential potable water heater > 80 gallons capacity
- Voyager water heaters
- Solar or gas power air conditioning
- Geothermal units and well fields
- Commercial or institutional duty appliances (such as Vulcan commercial range)
- Appliances manufactured for recreational vehicles (portable units)
- Coleman “Blend Air” ventilation system(s)
- Commercial use of any appliance
- Vent cleaning
- Heat recovery ventilators (HRV)

High-end/ commercial grade washers, dryers, refrigerators, ranges, ovens, and cooktops, including, but not limited to:

- Aga
- Dacor
- DCS
- Gaggenau
- Fisher & Paykel
- Miele
- Thermador
- Viking
- Wolf
- JennAir
- Sub Zero



SERVICE GUARD COMFORT PLANS - PARTS COVERAGE

WATER HEATER	RANGE (COUNTER TOP & OVEN)	CLOTHES DRYER
<ol style="list-style-type: none"> 1. Combustion blower and motor 2. Drain valve 3. Flame sensor and spreader 4. Gas valve 5. Heating element 6. Ignition module, igniter 7. Internal fuse 8. Limit control 9. Main burner 10. Manifold 11. Pilot burner and assembly 12. Pressure switch 13. Regulator 14. Relief valve 15. Spill switch 16. Thermocouple 17. Thermostat 	<ol style="list-style-type: none"> 1. Appliance cord 2. Door hinges 3. Door springs 4. Door switches 5. Fan control 6. Fan motor 7. Fan switches 8. Flame spreaders 9. Gas valves 10. Gaskets and seals 11. Glass cook top 12. Glass doors 13. Handles 14. Heating elements 15. Ignition modules 16. Igniter 17. Insulation panels 18. Internal fuse 19. Knobs 20. Leveling legs 21. Light switches 22. Manifold 23. Oven burners 24. Pilot burner assembly 25. Printed circuit controls 26. Process control switches 27. Process control timer 28. Programmed cooking controls 29. Receptacles 30. Regulator 31. Relay 32. Self-cleaning elements 33. Self-cleaning latches 34. Self-cleaning solenoids 35. Sensor 36. Thermistors 37. Thermocouple 38. Thermostat 39. Top burners 40. Touch pad controls 41. Touch pads 42. Transformers 	<ol style="list-style-type: none"> 1. Appliance cord 2. Auto laundry product dispensers 3. Bearings 4. Belts 5. Blower wheel 6. Cable 7. Capacitor 8. Control timer 9. Door catch 10. Door switch 11. Door seals 12. Drive motor 13. Drum baffles 14. Drum supports and glides 15. Electronic dry control boards 16. Exhaust blower 17. Flame sensor 18. Flame spreader 19. Gas valve 20. Gaskets and seals 21. Handles 22. Heating element 23. Heating element switch 24. Igniter 25. Internal fuse and fusible links 26. Knobs 27. Leveling legs 28. Limit control 29. Lint filter 30. Main burner 31. Pilot burner assembly 32. Printed circuit timer control 33. Pulleys 34. Relay 35. Sensor (moisture/dryness) 36. Rollers 37. Selector 38. Shafts 39. Solenoids and coils 40. Springs 41. Switch 42. Regulator 43. Thermistors 44. Thermocouple 45. Thermostat 46. Touch pads 47. Touch pad controls 48. Transformer 49. Vent cleaning* <p style="text-align: right; font-size: small;">* Up to 8 feet of exposed vent.</p>
CLOTHES WASHER		
<ol style="list-style-type: none"> 1. Agitator 2. Appliance cord 3. Auto laundry product dispenser 4. Balancing devices 5. Bearings 6. Belts 7. Controls (electronics and switches) 8. Brake assembly 9. Clutch 10. Door glass 11. Door switch 12. Drain hose 13. Drive block 14. Drive coupler 15. Drive motor 16. Pulleys 17. Fill hoses 18. Internal fuse 19. Gaskets 20. Handles 21. Inlet water valve 22. Knobs 23. Leveling legs 		



SERVICE GUARD COMFORT PLANS - PARTS COVERAGE (CONT.)

CLOTHES WASHER (CONT.)	AIR CONDITIONER	HEAT PUMP
24. Lid hinges 25. Lid switch 26. Relays 27. Sequencer 28. Shift levers 29. Snubber 30. Solenoids 31. Splash ring 32. Temperature sensing board 33. Timer 34. Touch panels 35. Transmission* 36. Tub water seals 37. Water pump	1. Bearings 2. Belts 3. Capacitor 4. Circuit boards 5. Compressor* 6. Condenser fan blades 7. Condenser fan motor 8. Condensate pump 9. Control-type switches 10. Expansion valve 11. Filter dryer 12. Leak repair (minor sealed system where accessible) 13. Pulleys 14. Relay 15. Service valves 16. Thermostat 17. Transformer 18. Valve caps	1. Bearings 2. Belts 3. Capacitor 4. Circuit boards 5. Compressor* 6. Condenser fan motor 7. Condensate pump 8. Control type switches 9. Defrost control 10. Defrost heaters 11. Expansion valves 12. Fan blades (indoor and outdoor) 13. Fossil fuel kits 14. Internal fuse 15. Leak repair (minor sealed system where accessible) 16. Outdoor thermostats and controls 17. Pulleys 18. Relay 19. Reversing valve 20. Service valves 21. Thermostat 22. Transformer 23. Valve caps
CENTRAL HEATING	REFRIGERATOR	FREEZER
1. Aquastat 2. Belts 3. Boiler zone valves (head only) 4. Blower bearings 5. Blower shaft 6. Blower wheels 7. Capacitors 8. Circuit boards 9. Circulation pump (motor only) 10. Condensate pump 11. Door safety switch 12. Fan and/or limit controls 13. Fan motor 14. Flame electrode 15. Flame spreader 16. Forced draft fan 17. Forced draft motor 18. Fuel regulator 19. Furnace service switch 20. Gas valve 21. Heating element 22. Ignition control module 23. Igniter 24. Inducer fan/motor assembly 25. Internal fuse 26. Internal wiring (other than complete wiring) 27. Low-water cut-off 28. Main burner 29. Manifold 30. Pilot burner 31. Pressure gauge 32. Pressure switch 33. Pulleys 34. Pump coupler 35. Relay 36. Relief valve	1. Appliance cord 2. Capacitor 3. Coil cleaning 4. Compressor overload 5. Condenser drain heater 6. Condenser fan blades 7. Condenser fan motor 8. Control-type switches 9. Defrost element 10. Defrost fan 11. Defrost thermostat 12. Defrost timer 13. Door closers 14. Door hinges 15. Door seals and gaskets 16. Door shims 17. Drain hose 18. Electronic sensing/monitoring systems 19. Evaporator fan motor and blade 20. Handles 21. Ice/water dispenser 22. Icemaker 23. Internal fuse 24. Knobs 25. Leak repair (excludes sealed system) 26. Leveling legs and wheels 27. Light switch 28. Microswitch	1. Appliance cord 2. Capacitor 3. Compressor* 4. Condenser fan blades 5. Condenser fan motor 6. Control-type switches 7. Door seals 8. Defrost element 9. Defrost timer 10. Drain hoses 11. Evaporator fan motor 12. Handles 13. Hot gas defrost heater 14. Leak repair (minor sealed system) 15. Refrigerant accumulators 16. And receivers 17. Refrigerant charging 18. Relay 19. Stile heaters 20. Thermostat <i>* Major Components on appliances through eight (8) years of age based on the appliance serial and/or model number.</i>



SERVICE GUARD COMFORT PLANS - PARTS COVERAGE (CONT.)

CENTRAL HEATING (CONT.)	REFRIGERATOR (CONT.)	DISHWASHER
37. Safety interlock switches 38. Sensor 39. Sequencer 40. Sight glass 41. Thermal fuse 42. Thermocouple 43. Thermostat 44. Transformer	30. Mullion defrost heater 31. Relay 32. Stile heater 33. Thermistors 34. Thermostat 35.. Thermostatic control dampers 36. Touch pads 37. Water inlet valves	1. Check valve 2. Chemical and detergent dispensers 3. Door gaskets 4. Door hinges 5. Door springs 6. Door switch 7. Drain solenoid 8. Fill valve 9. Guides 10. Handles 11. Heat/moisture purge blower and motor 12. Heating element 13. Hoses 14. Impellers 15. Knobs 16. Leveling legs 17. Motor 18. Motor relay 19. Motor seals 20. Printed circuit controls 21. Pump 22. Rollers 23. Spray arms 24. Spray tower 25. Timer/control 26. Touch pads 27. Water seals 28. Wax motor

In case of a GAS EMERGENCY: Eliminate and prevent all sources of ignition including the use of matches and the operation of electrical switches. Evacuate the building and promptly call 911 and then Black Hills Energy at 800-694-8989 from a safe location. Do not allow anyone except qualified gas professionals or fire services personnel to enter the building until a complete inspection has determined if there is a leak, and if so, that the leak is repaired.

Customer Responsibilities If You Need Repair Service: Check Appliance fully before calling for service and carefully follow the directions in the manufacturer’s instruction manual to try to correct the problem. If You cannot correct the problem, call 888-890-5554 for service.

Manufacturer’s Warranty: The manufacturer is responsible for items covered under their expressed warranty. If qualified as an approved warranty provider, Service Guard may pay for other expenses, such as associated labor costs, not covered by the manufacturer’s warranty. Manufacturer’s recalls, manufacturer’s updates or upgrades, inherent manufacturer defects, and recognized design flaws are excluded by this Plan.