



## Limited Product Warranty

Sycom warrants that the *SYC-240B* meter-based device and the *SYC-240AHW* is free from defects in material and workmanship for fifteen (15) years from the date of purchase by the original purchaser, or customer of record at the installed premise.

This warranty becomes null and void upon the Sycom unit having been physically damaged from accidental or intentional misuse; repair or attempted repair by an unauthorized repairperson; or where the cause of damage is due to sustained over-voltages.

### Electro-Mechanical Connected Equipment Repair Or Replacement Policy

Subject to the limitations set out herein, including the damage limits, Sycom shall at its sole option either repair or replace any standard residential electro- mechanical appliance, which has sustained damage from transient surges while properly connected to the SYC-240B or SYC-240AHW. Damage from direct, catastrophic lightning hits is not covered under this warranty.

The connected equipment repair/replacement policy applies to standard residential electro-mechanical appliances. Electronics installed into the appliances by the manufacturer during the original manufacturing process are covered by this policy.

The fair market value of the equipment shall be the current value of the equipment specified in the most recent edition of Orion Blue Book, by Orion Research Corporation, Roger Rohrs Publisher, or a valuation as determined by Sycom at its discretion.

Any claim for damage under this 'repair or replace' policy shall be limited to \$1,500 per item for a total sum of Twenty Five Thousand Dollars (\$25,000.00) per occurrence.

The following warranty terms apply:

1. Standard residential electro- mechanical appliances shall be defined as: refrigerators, stoves, washers, dryers dishwashers, freezers, and furnaces located inside the home.
2. **MEDICAL, LIFE SUPPORT, AND SECURITY EQUIPMENT IS EXPRESSLY EXCLUDED. DO NOT USE FOR SECURITY, MEDICAL OR LIFE SUPPORT EQUIPMENT OR OTHER HIGH RISK ACTIVITIES.**
3. A licensed electrician or utility company representative must have properly connected the Sycom product and the connected equipment to properly wired and grounded outlets/power supplied (including compliance with electrical and safety codes of the most current National Electrical Code ANSI/NFPA 70), without the use of any adaptors, extension cords or other connectors.
4. Service charges, installation fees and diagnostic fees are not covered under this warranty.
5. The Sycom unit must have been installed according to Sycom's instructions.
6. The Sycom unit must be returned to Sycom for testing.
7. The Sycom unit must be deemed to have failed based on Sycom's factory test procedures.
8. The claimant must complete Sycom's Insurance Claim Form describing the circumstances of the surge protector's failure.
9. Where repair or replacement of the damaged equipment is covered under manufacturers warranty or any applicable extended warranties, the Sycom warranty is void.
10. Acceptance of a claim does not constitute acceptance of any liability on behalf of the manufacturer.

### Claim Procedure

The manufacturer of the product provides a toll free telephone number for filing a claim: **1-800-622-9904** in the US or **1-800-451-9701** in Canada to obtain instructions and claim forms. Please leave your name, address and a telephone number where you can be reached by a factory representative.

This is the sole Warranty provided by the Manufacturer. No other express or implied warranty is provided. The giving of, or failure to give, any advice or recommendations by the Manufacturer shall not constitute any liability. This Warranty is in lieu of any and all other warranties expressed, implied or statutory as of the merchantability, fitness for purpose sold, description, quality, productiveness or any other matter.

**Warranty terms and conditions effective 8/10/98 and revised 02/18/03**

#### Sycom Surge Protection, Inc.

3734 131st Ave N. , Suite 11  
Clearwater, FL 33762

#### Sycom Power Distribution

334 Churchill Ave. North, Suite 150  
Ottawa, Ontario  
Canada K1Z 5B9