

SPECIAL HOMEGUARD® LIMITED WARRANTY

LIFETIME PRODUCT REPLACEMENT ON PLUG-IN PRODUCTS

LIFETIME CONNECTED EQUIPMENT PROTECTION

This warranty is for the benefit of the original consumer purchaser only and will continue for as long as such original purchaser uses the EFI Electronics Corporation HomeGuard® Starter Kit.

SUPPRESSION PRODUCT REPLACEMENT

This Lifetime materials and workmanship on Plug-in Surge Suppression Device (“SSD”), 15-year materials and workmanship on Service Entrance SSD. Subject to the provisions below, this warranty covers all defects in workmanship or materials in your EFI SSD. If the SSD is damaged by a power surge, EFI will, at its option, repair or replace the unit.

CONNECTED EQUIPMENT COVERAGE

The HomeGuard® System provides the following connected equipment coverage:

1. Meter Base (HGD-120), Hard Wire (HGD-IASE) or Panel Mount (HGD 120-Y2) Service Entrance SSD: Up to \$1,000 to repair or replace (whichever is less) residential “standard white appliances” which sustain surge damage. Maximum coverage per household: \$10,000. A “standard white appliance” is defined as a washer, dryer, freezer, HVAC unit, dishwasher, garage disposal, electric range, built-in microwave oven, built-in range, and refrigerator. External HVAC units are covered if it is determined that the surge originated from the main circuit panel due to the meter base, hard wire, and panel mount service entrance device failure. If a specific “white appliance” is not listed above, then the general determination for warranty coverage is that the appliance must be a “motor driven load” within the structure where the meter base, hard wire, and panel mount service entrance device is installed. The product manufacturer will make the final determination. Coverage is applicable only when the meter base, hard wire, panel mount service entrance device was active and fully functional immediately prior to the claim event and sustained surge damage as a result of the claim event.
2. Eight Outlet Plug Strip (HGD8-2EC): Up to \$25,000 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must also sustain surge damage).
3. Three Outlet Plug Strip (HGD3-1ES): Up to \$2,500 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must also sustain surge damage).
4. Single Outlet SSD (HGD1-OES): Up to \$250.00 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must also sustain surge damage).
5. Single Outlet w/Telephone SSD (HGD1-OET): Up to \$250.00 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must also sustain surge damage). This warranty is valid for single line phones only.
6. Single Outlet w/Cable TV SSD (HGD1-OEC): Up to \$250.00 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must also sustain surge damage).

The above remedy is your exclusive remedy under this warranty, whether based on contract, tort, including negligence or otherwise. Claims must be made within 30 days of damage or loss. EFI reserves the right to audit the damage, site and/or cost of repairs and may require a notarized proof of loss.

WHAT IS A “POWER SURGE”?

“Power Surge” means an electrical transient or spike on the AC power or communications lines, including those caused by direct or indirect lightning, against which surge suppressors of this type are generally designed to protect as recognized by industry standards.

WARRANTY CLAIMS PROCEDURE

If any of the SSD products have a defect or sustain damage covered by your HomeGuard® warranty:

1. Call Rappahannock Electric Cooperative's (REC) customer service at 1-800-552-3904 within 30 days of the date of loss to obtain a warranty claim/return authorization form. REC will instruct you on how to file a claim for power surge damage to properly connected equipment.
2. If the claim is related to a service entrance surge suppression device (SSD), such as the meter base unit, call REC's customer service at 1-800-552-3904 to have the unit removed. Do not attempt to remove hard-wired devices yourself.
3. If the claim is related to a plug-in SSD, please unplug and remove SSD for customer prepaid mailing along with the warranty claim/return authorization form to: Rappahannock Electric Cooperative, Attn: HomeGuard® Program , 247 Industrial Court, Fredericksburg, VA 22408.
4. REC will forward the damaged EFI SSD device(s) to the HomeGuard equipment manufacturer (EFI Electronics) for testing and confirmation of damage. Please allow 15 – 20 business days for notification of damage and or claim reimbursement for plug-in surge suppression devices. Please allow 30 – 45 days for notification of damage and or claim reimbursement for meter base, hard wire, and panel mount service entrance device.
5. After EFI Electronics confirms that surge damage has occurred, and that the HomeGuard® equipment was properly installed, they will reimburse you for either the cost of repairs, or replacement of the damaged equipment.

WHAT DOESN'T THIS WARRANTY COVER?

This warranty will not apply to any defects or damage to the EFI SSD or any properly connected equipment arising because: (1) the EFI SSD was tampered with, modified or altered in any way, or (2) the EFI SSD or the connected equipment was not used under normal operating conditions or in accordance with any labels or instructions. This warranty does not cover any damage to properly connected equipment resulting from a cause other than a "power surge." This warranty specifically does not cover damage associated with sustained over-voltage, vandalism, theft, normal wear and tear, obsolescence, abuse or catastrophic events. This specifically excludes outdoor pumps (well pumps and swimming pool pumps) sprinkler systems and hard-wired security alarm systems.

EFI disclaims liability for any incidental, indirect, special or consequential damages, including, without limitation, lost business profits, lost data and all freight, mileage, travel time, and insurance charges associated with warranty coverage claims arising out of the sale or use of the EFI SSD or out of the performance (failure or delay) of EFI's warranty.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights, which vary, from state to state. It is only valid in the U.S.A. and Canada.

Note: Customer will have a maximum of 30 days, from the day of the event, in which to file a completed HomeGuard warranty claim (including submission of all damaged surge protectors, repair estimates, purchase receipts, and a fully completed HomeGuard Downline Warranty Claim Authorization Form) to REC for reimbursement.

All warranty inquiries should be directed to:

Rappahannock Electric Cooperative
Attn: HomeGuard® Program
247 Industrial Court
Fredericksburg, VA 22408
1-800-552-3904

