



# SURGE GUARD\*

RV Power Protection

## LIMITED LIFETIME & CONNECTED EQUIPMENT WARRANTIES

### Limited Product Warranty

Southwire Company, LLC warrants that this product, when properly installed according to Southwire's installation procedures, shall be free of defects in materials and workmanship under normal use. The warranty extends only to the original purchaser and is non transferable, unless it was factory installed onto the RV and is then transferable with the RV Coach. During the warranty period, Southwire™ will, at no charge, repair or replace the Surge Guard\* product within a reasonable time after the unit is returned to us. This warranty does not extend to any Southwire product that has been damaged or rendered defective (a) as a result of an accident, misuse, or abuse; (b) by the use of parts not manufactured or sold by Southwire; or (c) by modification of product. Labor charges for removal or replacement of the Surge Guard product are the responsibility of the customer. This Limited Warranty covers only products purchased from an authorized dealer, retailer or seller and does not cover used, salvaged or refurbished products.

### Limited Lifetime Warranty Information

Any properly installed device that proves defective in normal use will be repaired or replaced at Southwire's option provided the procedure as stated below is followed:

1. Contact Southwire Customer Support at 1-800-780-4324 to obtain a Return Materials Number.
2. Properly package returned unit.
3. Display Return Materials Number on outside of box.
4. Include Proof of Purchase, including date of purchase.
5. Supply full written description of the problem.
6. Specify your name, address, and daytime phone number.
7. Ship unit postage prepaid directly to:

Return Materials Department  
Southwire Company, LLC  
4525 140th Avenue North, Suite 900  
Clearwater, Florida 33762

### Nullification of Warranty

The occurrence of any of the following nullifies and voids this warranty:

1. Any non-authorized modification, repair, or physical damage to the Surge Guard product, accidental or otherwise, not caused by a defect in material or workmanship.
2. If Southwire determines that the Surge Guard product has been improperly installed (see installation instructions) altered in any way, or tampered with.

The Warranty does not protect against acts of God, such as direct lightning strikes, flood, earthquake and war. It also does not protect against vandalism, theft, normal use wear and tear, erosion, depletion, obsolescence, abuse, or damage due to low voltage disturbances for products without under voltage protection (i.e. brownouts, sags, or power outages), non authorized program or system equipment modification or alteration.

### Connected Equipment Warranty Information

Notwithstanding anything contained in this warranty, Southwire's liability is limited to losses, which are otherwise covered by this warranty, that are not covered by purchaser's homeowners insurance or renters insurance. Purchaser agrees to first seek coverage by any such policy, and shall not seek duplicate coverage from Southwire. Purchaser seeking coverage under this warranty agrees to provide Southwire with insurance information.

### Surge Protection Feature

Surge Guard surge protectors are designed to sacrifice themselves in order to save equipment connected to it. If your surge protector is not allowing current to pass and/or the protection working LED indicator is off, then your surge protector has performed its duty, protecting your equipment, and the Limited Lifetime Warranty is void. You will need to purchase a new unit to replace the expired unit.

### Connected Equipment Warranty

Southwire will repair or replace, at its option, any equipment which is damaged by transient voltage surge or spike (an "Occurrence"), while properly connected (see installation instructions) through a Surge Guard surge protector to a properly wired AC power line with protective ground and any telephone/coax lines are properly connected. The Surge Guard unit itself is expected to be damaged, thus performing its duty, and you must purchase a new unit to replace the damaged unit. Therefore, the obligation of Southwire to pay or reimburse you for the cost to repair or replace electronic equipment is limited to connected electronic equipment only. No surge protector will protect against a direct lightning strike thus voiding all warranties.

Once Southwire determines, in its sole discretion that you are entitled to compensation, Southwire will, at its option, pay you the present fair market value of the damaged equipment; or pay for the cost of the repair, up to the maximum amount set forth for your Surge Guard model; or send you equivalent replacement equipment.

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

Southwire reserves the right to review the damaged Surge Guard surge protector, the damaged equipment, and the site where the damage occurred. Southwire shall not repair or replace any equipment that has been discarded before Southwire has had the opportunity to examine it. All costs of shipping the surge protector and the damaged equipment to Southwire shall be borne solely by the purchaser. (Southwire will bear the cost of shipping equipment from Southwire to purchaser). Any repair or modification of the connected equipment or surge protector by a facility or entity not authorized by Southwire voids this warranty. If Southwire determines, in its sole discretion, that it is impractical to ship the damaged equipment, Southwire may designate, in its sole discretion, an equipment repair facility to inspect and estimate the cost to repair such equipment. The cost, if any, of shipping the equipment to and from such repair facility and of such estimate shall be borne solely by the purchaser. Damaged equipment must remain available for inspection until the claim is finalized. Whenever claims are settled, Southwire reserves the right to be subrogated under any existing insurance policies the claimant may have.



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In lifetime connected equipment warranties, "lifetime" is defined as the time until an event occurs (transient voltage surge or spike) that causes damage to connected equipment or the date that the component providing the surge protection exceeds its capacity and ceases providing protection for surges and spikes. The surge protector will then have performed its duty, and a new surge protector must be purchased.

Standard surge protectors are designed to eliminate disrupting effects of momentary (less than 1 ns) voltage spikes or impulses from lightning or other power transients. If it can be shown that a voltage spike lasting longer than 1 ns has occurred, the Occurrence will be deemed outside the rated capabilities of the surge protector and the warranty is void.

Standard surge protectors are not designed to protect against sustained low voltage situations. Sustained low voltage situations can cause damage to some connected equipment. If you are in an area prone to sustained low voltage situations, you should purchase an Uninterrupted Power Supply (UPS) with surge protection.

Satellite dishes and receivers are not covered by this warranty.

### Nullification of Connected Equipment Warranty

The occurrence of any of the following nullifies and voids this warranty:

1. If the surge protector or connected equipment in use during the occurrence is not provided to Southwire for inspection upon Southwire's request.
2. If Southwire determines that the Surge Guard surge protector has been improperly installed (see installation instructions) altered in any way, or tampered with.
3. If Southwire determines that the damage did not result from the Occurrence or that no Occurrence in fact took place.
4. If the repair or replacement of the damaged equipment is covered under the manufacturer's warranty, or purchaser's homeowner's insurance or renter's insurance.
5. If Southwire determines that the connected equipment was not used under normal operating conditions or in accordance with any labels or instructions.
6. If the Surge Guard surge protector was not plugged directly into the power source and/or was "daisy-chained" together in serial fashion with other power strips, UPS, grounding adaptors, other surge protectors, or extension cords.
7. If Southwire determines that the damage to connected equipment was caused by sustained low voltage.
8. Only one claim per household.

If the purchaser collects damages on connected equipment, a new Surge Guard surge protector must be purchased for subsequent protection.

The Southwire Connected Equipment Warranty only protects against damage to properly connected equipment where Southwire has determined, in its sole discretion, that the Surge Protector did not function properly because it had defects in assembly, materials, or workmanship, causing it to operate outside design specifications, and the surge protector shows clear signs of damage, and the damage resulted from the Occurrence. The Connected Equipment Warranty does not protect against acts of God, such as direct lightning strikes, flood, or earthquake. It also does not protect against war, vandalism, theft, normal-use wear and tear, erosion, depletion, obsolescence, abuse, damage due to low voltage disturbances (i.e. brownouts, sags, or power outages), non-authorized program or system equipment modification or alteration.

### Sole Warranties

The warranties contained herein are the sole warranties of Southwire™, there are no other warranties, expressed or, except as required by law in the State of Florida, implied, including implied warranty or condition of quality, merchantability or fitness for a particular purpose, and such implied warranties, if any, are limited in duration to the term of this warranty. Southwire expressly disclaims any liability under this warranty for any sums that exceed the retail value of the Surge Guard unit.

No agent or representative of Southwire, retailer, distributor or dealer has any express or implied authority to make any representation, promise, guarantee or warranty not stated in the Limited Product Warranty and Connected Equipment Warranties contained herein.

Except to the extent expressly set forth in the Connected Equipment Warranty contained herein, in no event shall Southwire be liable for indirect, incidental, special, consequential or multiple damages arising out of the use of the Surge Guard product, regardless of the legal theory on which such claim is based; even if advised of the possibility of such damage. The excluded damages include, but are not limited to, loss of profits, loss of savings or revenue, loss of life, injury, loss of use of the product or any associated equipment, loss of software, cost of capital, cost of any subsequent equipment, facilities or services, downtime, the claims of third parties, including customers, and damage to property. Some states do not allow exclusion or limitations of incidental or consequential damages. This warranty is valid in the U.S. and Canada only.

The warranties contained herein are in lieu of all other warranties, obligations or liabilities of Southwire whether express or implied.

Any questions regarding this warranty, please contact Southwire at 1-800-780-4324, or by email at [productinfo@southwire.com](mailto:productinfo@southwire.com).

**For technical assistance, please call 1-800-780-4324 x 20311**

Manufactured by Southwire Company, LLC, 4525 140th Avenue North, Suite 900, Clearwater, Florida 33762