



### Limited Product Warranty

Sycom warrants that the *Sycom Safe/Series*™. Transient Voltage Surge Suppressor products are free from defects in material and workmanship.

The 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 repair person; or where the application of an unspecified AC or DC over voltage was the cause of failure.

Sycom shall, at its option, pay 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 Suppressor Model. All costs of shipping the Sycom Surge Suppressor and the damaged equipment to and from Sycom for inspection shall be borne solely by the purchaser. Damaged equipment must remain available for inspection until the claim is finalized.

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 Rohr's Publisher, or a valuation as determined by Sycom at its discretion.

Any claim for damage under this Limited Product Warranty shall be limited to \$1500 per item up to but not exceeding Twenty Five Thousand Dollars (\$25,000.00) per occurrence. This Limited Product Warranty only applies to residential items.

The following warranty terms apply:

1. **MEDICAL, LIFE SUPPORT, AND SECURITY EQUIPMENT IS EXPRESSLY EXCLUDED. DO NOT USE FOR SECURITY, MEDICAL OR LIFE SUPPORT EQUIPMENT OR OTHER HIGH RISK ACTIVITIES.**
2. In no event shall Sycom be liable for incidental, special, direct, indirect, consequential or multiple damages such as but not limited to, lost business or profits arising out of sale or use of any Sycom Surge Suppressor, lost data and/or software, lost food or supplies, even if advised of the possibility of such damages.
3. The claimant 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 damage claim must be made within 15 days of the occurrence and the Sycom unit must be returned to Sycom for testing within 30 days of the occurrence.
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 the claimant has homeowner's insurance and has filed a claim based on this loss or damage, a copy of the claim must be included with the Sycom insurance claim form.
10. Where damaged equipment is covered under manufacturers warranty or any applicable extended warranties, the Sycom warranty is void.
11. All returned product must have a return authorization number assigned by Sycom.

### Claim Procedure

The manufacturer of the product provides a toll free telephone number for filing a claim. **Call 1-800-622-9904** 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 expressed or implied warranty is provided. The giving of, failure to give, any advice or recommendation by the manufacturer should not constitute any liability. This warranty is lieu of any and all warranties expressed implied or statutory or of the merchantability, fitness for purpose sold description, quality, and productiveness or any other matter. Sycom reserves the right to revise warranties without notice.

**Warranty terms and condition revised 11/1/13. Subject to change without notice.**

**Sycom Surge, Inc.**  
12929 44<sup>th</sup> St N  
Clearwater, FL 33762  
Tel: (727) 561-7697 Toll Free: (800) 622-9904  
Fax: (727) 556-0182



## Limited Product Warranty

Sycom warrants that the SYC-240B meter-based device and the SYC-240AHW is free from defects in material and workmanship. The warranty period is valid for fifteen (15) years from the date of purchase by the original purchaser, or customer of record at the installed premise. This is a limited warranty only and is not intended to be an insurance policy.

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. The transient surge must have come through the SYC-240B or SYC-240AHW and have caused damage to the Sycom unit for this warranty to apply.

### 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 pay the present fair market value of 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 are not covered under this warranty.

The connected equipment under this Limited Product Warranty 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 Limited Product Warranty shall be limited to \$1,500 per item for a total sum of Twenty Five Thousand Dollars (\$25,000.00) per occurrence, nor shall Sycom be liable for any incidental, consequential, special damages or any economic loss.

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 damage claim must be made within 15 days of the occurrence and the Sycom unit must be returned to Sycom for testing within 30 days of the occurrence.
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 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.
11. All returned product must have a return authorization number assigned by Sycom.

### Claim Procedure

The manufacturer of the product provides a toll free telephone number for filing a claim: **1-800-622-9904** 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 11/23/05. Subject to change without notice.**

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## Limited Product Warranty

Sycom warrants that the Sycom TC Three Phase product is free from defects in material and workmanship. The warranty period is valid for ten years from the date of purchase by the original owner or customer of record at the installed premise. This is a limited warranty and is not intended to be an insurance policy.

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 repair person; or where the cause of damage is due to a sustained over-voltage. The transient surge must have come through the SYCOM Three Phase TC unit and have caused damage to the Sycom unit for this warranty to apply.

### 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 pay the present fair Market Value of warranted items that being motors, which have sustained damage from transient surges while properly connected to the Sycom Three Phase TC unit and used for the purposes intended by Sycom. Damage from direct catastrophic lightning hits are not covered under this warranty.

Any claim for damages under this Limited Product Warranty will be limited to \$1500.00 per occurrence, nor shall Sycom be liable for any incidental, consequential, special damages or any economic loss.

The following warranty terms apply:

1. Well pump motors will only be covered when; a transient goes through the electrical feed at the wellhead connection. The well pump motors will not be covered if the transient is ground induced.
2. **MEDICAL, LIFE SUPPORT, AND SECURITY EQUIPMENT ARE 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 damage claim must be made within 15 days of the occurrence and the Sycom unit must be returned to Sycom for testing within 30 days of the occurrence.
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 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.
11. All returned product must have a return authorization number assigned by Sycom.

### Claim Procedure

The manufacturer of the product provides a toll free telephone number for filing a claim. **Call 1-800-622-9904** 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 Manufacturers shall not constitute any liability. This warranty is in lieu of any and all 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 11/23/05. Subject to change without notice.**

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12929 44<sup>th</sup> St N

Clearwater, FL 33762

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## Limited Product Warranty

Sycom warrants that the SYC-120/240-T2 Single Phase product is free from defects in material and workmanship for the lifetime of the product. The warranty period is from the date of purchase by the original owner, or customer of record at the installed premise. This is a limited warranty and is not intended to be an insurance policy.

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 a sustained over-voltage. The Transient surge must have come through the SYC-120/240-T2 and have caused damage to the Sycom unit for this warranty to apply.

### 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 pay the present fair market value or pay for the cost of the repair up to the maximum amount set forth below of warranted items any standard residential electro-mechanical appliance, which has sustained damage from transient surges while properly connected to the SYC-120/240-T2 and used for the purposes intended by Sycom. Damage from direct, catastrophic lightning hits are not covered under this warranty.

The connected equipment policy applies to standard residential electro-mechanical appliances inside the home. Strictly electronic devices (e.g. Computers, Televisions) are not covered by this warranty.

Any claim for damages under this repair or replacement policy shall be limited to \$1500.00 per item up to but not exceeding Twenty-Five Thousand Dollars (\$25000.00) per occurrence, nor shall Sycom be liable for any incidental, consequential, or special damages or any economic loss.

The following warranty terms apply:

1. Standard residential electro-mechanical appliances shall be limited to: refrigerators, stoves, washers, dryers, dishwashers, freezers, furnaces, air conditioner/handler systems and well pumps See #2 for details on well pumps and air conditioning condenser units.
2. Well pumps will only be covered when; transients go through the electrical feed at the wellhead connection. The well pumps will not be covered if transients are ground induced. The surge protective device must be installed at the wellhead connection. Condenser units will only be covered with the transient goes through the electrical feed at the condenser unit. The surge protective device must be installed either on the condenser itself or on the disconnect feeding the condensing unit.
3. Thermostats are not covered if mounted more than ten (10) feet from the appliance unless a Sycom product protects the thermostat.
4. 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. An HVAC technician or installer may install this unit only onto the load side of the equipment disconnect.
5. **MEDICAL, LIFE SUPPORT, AND SECURITY EQUIPMENT IS EXPRESSLY EXCLUDED. DO NOT USE FOR SECURITY, MEDICAL OR LIFE SUPPORT EQUIPMENT OR OTHER HIGH RISK ACTIVITIES.**
6. Service charges, installation fees and diagnostic fees are not covered under this warranty.
7. The Sycom unit must have been installed according to Sycom's instructions.
8. The damage claim must be made within 15 days of the occurrence and the Sycom unit must be returned to Sycom for testing within 30 days of the occurrence.
9. The Sycom unit must be deemed to have failed based on Sycom's factory test procedures.
10. The claimant must complete Sycom's Insurance Claim Form describing the circumstances of the surge protector's failure.
11. Where the damaged equipment is covered under manufacturers warranty or any applicable extended warranties, the Sycom warranty is void.
12. All returned product must have a return authorization number assigned by Sycom.

### Claim Procedure

The manufacturer of the product provides a toll free telephone number for filing a claim. **Call 1-800-622-9904** 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 Manufacturers shall not constitute any liability. This warranty is in lieu of any and all 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 6/19/13. Subject to change without notice.**

**Sycom Surge, Inc.**

12929 44<sup>TH</sup> Street

Clearwater, FL 33762

Tel: (727) 561-7697 Toll Free: (800) 622-9904

Fax: (727) 556-0182