

Surge Suppression Service Meter Device Limited Warranty

LIFETIME PRODUCT REPLACEMENT PROCEDURES

If any, EFI, Electronic, Inc. Surge Suppression Devices ("SSD"), manufactured by EFI, have defects or sustain damage with no downline damage, call Dominion Virginia Power and North Carolina Power's Surge Protection customer service number at 1-877-787-4382 for more information about SSD product replacement.

WARRANTY CLAIM PROCEDURES

If any of the EFI SSD products sustain damage in conjunction with downline connected equipment damage, covered by your HomeGuard Defender System warranty, call customer service at 1-877-787-4382. To file a claim for power surge damage to connected equipment:

1. Call Customer Service at 1-877-787-4382 **within 30 days** of date of loss to obtain a warranty repair number and claim package.
2. **If the claim is related to a service entrance SSD (such as a meter base) you must call your utility to have the product removed. Do not attempt to remove hard wired devices yourself. Call Customer Service at 1-877-787-4382 for removal of device.**

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 warranty specifically excludes well pumps, hot water tanks, hot tubs, 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, loss of 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 (or 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. Valid in U.S.A. and Canada.

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 System package.

CONNECTED EQUIPMENT COVERAGE

The HomeGuard System provides the following connected equipment coverage:

1. EFI Meter Base (HGD-120), EFI Hard Wire (HGD-IARSE) or 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, stove, refrigerator, freezer, HVAC unit, dishwasher and garbage disposal. This portion of the warranty applies to electro-mechanical components and to any micro-processor components. Coverage is applicable only when the EFI Service Entrance SSD (1) was active and fully functional immediately prior to the claim event and (2) sustained surge damage as a result of the claim event.

The above 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. For this warranty to be valid an EFI Service Entrance device must be installed.

WHAT IS A "POWER SURGE"?

"Power surge" means an electrical transient or spike on the AC power, Cable or Telephone 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.