

Protect Against Surges

Today's homes include expensive entertainment systems, security systems and multiple computers. Just about every appliance in the home now contains microprocessor circuits to control their operation. All this equipment is easily damaged by power surges. Power surge related losses cost homeowners billions of dollars each year. The rapid growth of microprocessor based devices in the home and the growing popularity of "smart home" technology will accelerate these costs. Protect your investments and enjoy the peace of mind that SurgeAssure® home protection can provide!

Appliance	Life Expectancy	Replacement Cost
Central AC	10 years	\$1500 - \$3500
Water Heater	10 years	\$600 - \$1500
Range/Oven	15 years	\$500 - \$2500
Refrigerator/Freezer	15 years	\$500 - \$3000
Dishwasher	10 years	\$700 - \$2000
Microwave	8 years	\$300 - \$1500
Garbage Disposal	10 years	\$250 - \$500
Clothes Washer	12 years	\$500 - \$1500
Clothes Dryer	15 years	\$500 - \$1200
Garage Door Opener	10 years	\$300 - \$600
Central Vac	15 years	\$500 - \$1500

Power surge related losses are easily preventable with properly installed whole house surge protection!

Our line of SurgeAssure® residential surge protection products offer true whole house protection by utilizing the same "staged" or "layered" design approach used to protect commercial/industrial facilities. To illustrate this concept, we have divided the home into 3 protection zones.

Main Zone: The first "stage" or "layer" of protection consists of a panel mount device installed at the breaker panel and separate, modular, in-line protectors for the incoming phone line and cable/satellite line. The panel mount unit is unique in that it includes an audible alarm and constantly monitors the grounding system for excessive voltage levels between Neutral and Ground.

Interior Zone: The second "stage" or "layer" of protection for the equipment inside of the home consists of a variety of plug strip and wall plug surge protectors and a desktop UPS for protection of appliances, home office and home theater equipment.

Exterior Zone: The third "stage" or "layer" of protection for the equipment outside of the home consists of surge arrestors for motors and pumps and single outlet wall plug units for irrigation and landscape lighting controls.

Perform a Risk Assessment on your home. Analyze the life expectancy and replacement costs of the appliances in your home. Add to this the aggravation and time wasted waiting for a damaged appliance to be repaired or replaced. Compare this to the \$400 - \$600 cost to install Main Zone Surge Protection.

Contact us today for an evaluation of your needs.

FREQUENTLY ASKED QUESTIONS

General

I've never had equipment damaged by electricity — Why do I need this? SurgeAssure® is designed for those who would like peace of mind and protection for their sensitive electronics. You may not need it. However, it is possible you have had equipment damage and don't know it. Many "mysterious" computer problems such as contaminated or irretrievable files are actually due to electrical surges. Also, breakdowns and replacements of electronic equipment due to what you think of as "normal" wear and tear may actually be due to internally or externally caused surges.

Aren't my circuit breakers enough? Common AC circuit breakers don't react quickly enough to protect sensitive electronic equipment. SurgeAssure's Main Zone protector reacts in less than a billionth of a second. Also, it's important to note that Ground Fault Circuit Interrupter (GFCI) circuit breakers are not surge protectors and therefore do not provide surge protection. They protect against shock hazard.

How often do these disturbances occur? Because we use so many things like refrigerators, pumps, heating and air conditioning systems all the time, disturbances happen all the time as well. A 17-month study done by IBM in 49 cities across the country found that an average of 128.3 disturbances happened in each monitored facility, every month. Most were surges that did not cause immediate damage, but which could wear down equipment over time.

Will these devices prevent my clocks from blinking? No. Neither the main, interior, nor exterior zone protectors can eliminate blinking clocks. Blinking is caused by momentary sags or outages, which are solved by the use of a UPS unit or buying electronics with built-in battery back-up.

When this device reaches the end of its life, it stops the telephone signal from entering the rest of the home. You will either get static signal or no signal, and you won't be able to dial out.

iii. Main Coax Protector – SAV1

This device has no external indicators to tell you if it is operating normally or in need of replacement. But it's pretty easy to find out if it needs replacing.

When this device reaches the end of its life, it stops the coax cable signal from entering the rest of the home. You will either get weak signal or no signal, and you won't be able to see anything but static or a poor snowy picture. How do I know if the telephone or cable is blown? If the telephone or cable portion of the device fails -- the telephone line or cable service is interrupted and appears to be "dead" -- in many cases the service can be established by connecting the cable or phone line directly into the wall. Call surgeassurance® at 800-727-0669 for directions to return your product for replacement. Warranty

How do I register for the warranty? There is no registration process for the warranty. If you have an incident where connected equipment is damaged your surge protector will act as proof of purchase. Please contact us to place a claim under the warranty.

Do I have a warranty claim? Once your surge protector is received, the warranty department will perform forensic testing along with a review the information you supplied. You will be notified as to the warranty departments findings along with your claim status within three weeks of receipt of the surge protector.

How long does the warranty process take? The average turn around time from receipt of damaged surge protector to settlement is three weeks.

What does fair market value (blue book) mean? It is the price that equivalent "Like Kind & quality" equipment can be purchased. For example, Orion Blue Book, UCE.com reseller and eBay provide information relating to equipment value.

What can I do about personal property damage? Only connected equipment is covered. Personal property damage should be discussed with your homeowner's insurance carrier.

Is data loss covered? Data loss is not covered.

Is installation labor covered? Installation and labor is not covered.