



## 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.

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 Secom'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 11/23/05. Subject to change without notice.**

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**Sycom Surge, Inc.**

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