

Surge Guard®

METER BASE SURGE PROTECTOR DEVICE MB-SPD

Surge Guard is NOT an insurance program.

CONSEQUENTIAL WARRANTY

The manufacturer's (Meter-Treater, Inc.) warranty for the MB-SPD will cover repairs or replacement (fair market value) of "standard residential equipment" damaged by a "power line surge" that passes through the MB-SPD. The warranty provides coverage up to a total of \$5,000 per occurrence, with a maximum of \$500,000 over the life of the warranty.

WARRANTY LIMITATIONS

"Standard residential equipment" includes refrigerator, electric range, washer, dryer, dishwasher, HVAC and other major "white appliances" that are motor driven or mechanical in nature. All "electronic equipment" is excluded from coverage under the MB-SPD warranty. "Electronic equipment" such as home computers, televisions, entertainment centers, fax machines, microwave ovens, garage door openers, etc. should be connected to a separate point-of-use surge suppressor in order to be properly protected and warranted. Wells pumps and equipment are not covered.

All covered equipment must be installed inside the primary structure of the residence. The warranty does not cover any damage resulting from a cause other than a "power line surge." The MB-SPD must show signs of activation, and its status lights must be extinguished in order for a claim to be valid.

Under no circumstances, will the MB-SPD manufacturer or Palmetto Electric Cooperative, Inc. guarantee performance for a direct or nearby lightning strike.

CLAIM PROCEDURES

1. Call Palmetto Electric Cooperative at 1-800-922-5551 to report a damage claim within five days of the event.
2. Palmetto Electric will send a representative to inspect the damaged equipment and retrieve the damaged MB-SPD, then Palmetto Electric will return the unit to the manufacturer for testing and confirmation of damage.
3. Upon the claim validation, the MB-SPD manufacturer will pay either the cost of repairs or the fair market value of the damaged equipment. (See manufacturer warranty for full details).



Hampton: 803.943.2211
Ridgeland: 843.726.5551

New River: 843.208.5551
Toll Free: 1.800.922.5551

Hilton Head: 843.681.5551
www.palmetto.coop