

# Surge Guard®

## METER BASED SURGE PROTECTION DEVICE (MB-SPD)

Surge Guard is NOT an insurance program.

### SUMMARY of MB-SPD WARRANTY

The MB-SPD warranty is provided by the MB-SPD manufacturer, MTI (Meter-Treater, Inc.). Other than the manufacturer's warranty, no warranty is made, expressed or implied by Palmetto Electric Cooperative, Inc. If it is determined that a transient voltage/surge entered via the utility's power line and passed through the MB-SPD causing consequential damage to standard residential equipment or residential appliances located inside a single family residence, then MTI will reimburse either the fair market value of the damaged equipment or the cost of reasonable estimated repairs. The warranty provides coverage not to exceed \$5,000 to any one (1) specific device or appliance with a maximum of \$500,000 over the life of the MB-SPD warranty.

### LIMITATIONS of MB-SPD WARRANTY

Standard residential equipment is defined as 'white appliances' such as HVAC, clothes washers and dryers, refrigerators, dishwashers, electric ranges and other major home appliances. If an appliance is not listed, then the general determination for warranty coverage is that the appliance must be a motor-driven load within the residence. The MB-SPD warranty excludes all stand-alone "electronic equipment" using microchip, microprocessor or transistor technology, such as but not limited to computers, televisions, modems, DVD players/recorders, video or sound systems, irrigation systems, and security systems. All "electronic equipment" should be connected to a separate point-of-use surge suppressor in order to be properly protected and warranted. Well pumps, pool pumps and related equipment are not covered. The MB-SPD warranty excludes bodily injury to persons, damages resulting from misuse, operation of the MB-SPD under conditions exceeding MTI's specifications, such as continuous steady over-voltages as a result of power delivery system damage or flaws, any structural or electrical system damage to the facility where the device is installed or negligence in use of the SPD. Under no circumstances, will performance be guaranteed for a direct or nearby lightning strike.

All covered equipment must be installed inside the primary structure of the residence. The MB-SPD 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 (MTI) or Palmetto Electric Cooperative, Inc. guarantee performance for a direct or nearby lightning strike.

### MB-SPD WARRANTY CLAIM PROCEDURE

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 failed MB-SPD, then Palmetto Electric will return the unit to the manufacturer (MTI) for testing and confirmation of failure.
3. Upon the claim validation, MTI will pay either the fair market value of the damaged equipment or cost of reasonable estimated repairs. (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: 843681.5551  
[www.palmetto.coop](http://www.palmetto.coop)