



Meter Based Surge Protective Device Fact Sheet

How long is the warranty?

The Meter Based Surge Protective Device offered by Meter-Treater has a warranty of 15 years.

What is the warranty?

Meter-Treater's liability per occurrence will not exceed \$5,000 to any one specific device or appliance with a maximum of \$500,000 over the life of the warranty. If determined that compensation is due, the customer will be given either the fair market value of the damaged equipment immediately preceding the failure, reimbursed for reasonably incurred repairs, or paid the cost of reasonable estimated repairs, at the discretion of Meter-Treater, up to the cap set forth above.

What is the monthly fee?

The monthly fee is \$2.00 per month for the life of the agreement. There is a 36 month minimum term. Cancellation of the agreement prior to the 36 months will incur a \$100 cancellation fee.

Are lightning strikes covered?

Direct lightning strikes are not covered nor are sustained overvoltages. The device is not designed to protect from these types of voltages.

What is the difference between a surge and an overvoltage?

Surges are subcycle power disturbances greater than two times the peak RMS voltage. A surge is a temporary overvoltage impulse that lasts less than 10 milliseconds; anything beyond that would be considered a sustained overvoltage. Surge Protection Devices are not designed to protect against sustained overvoltages.

Some examples of events that cause surges: car accidents involving power poles, animals in power lines, lightning strikes at the power line prior to the transformer, line arresstor failure or transformer failure.

How do I know the Surge Protective Device is working?

Each device has a red LED light that will be lit which means that the device is working.

What if I have a claim?

In the event of a surge that renders the meter based surge protective device inoperable (LED light is no longer illuminated), the customer will contact the Hillsdale BPU to request a Warranty Claim Package. The paperwork will need to be filled out by the customer and returned to the BPU and the BPU will remove the Surge Protective Device to send to Meter-Treater for testing. Once the paperwork for the Warranty Claim and the Surge Protective Device has been returned to the factory, Meter-Treater will move forward with testing the device for damage. After testing, Meter-Treater would forward the findings to the BPU and the customer.