



Dear Member,

Thank you for trusting the Surge MitiGator™ program to meet your surge protection needs. The meter-based surge protection device, recently installed at your location, takes the bite out of damaging surges and spikes. It is proudly made in the U.S.A. and installed by a local Central Florida contractor.

The surge protection device is installed behind your electric meter. Most surge protection devices have a clear window slightly larger than the size of a quarter, that displays two lights, while some have a clear window slightly larger than the size of a dime that displays one light. It is operational when the red light(s) appear. Contact SECO as soon as possible if a light is out. We will replace the surge protection device at no cost during the 15-year warranty period. Residential and non-residential warranties are enclosed.

For residential locations:

The device carries a beastly 15-year extended warranty for consequential damages (refer to the warranty document for terms) provided by the manufacturer, Meter Treater. All warranty claims are processed by the manufacturer. The surge protection device reduces the voltage from power surges and spikes BEFORE they enter your home through the electric line and/or meter. It provides a layer of protection to your motor-driven appliances i.e., refrigerator, stove, washer, dryer, dishwasher, garbage disposal, freezer and even your HVAC unit.

Investing in the Surge MitiGator™ program is the first step in protecting your major appliances. For added protection, SECO recommends all appliances normally plugged into 120-volt outlets be plugged into point-of-use protectors. This includes, but is not limited to, refrigerators, microwaves, washing machines, sprinkler timers and garage door openers. Plug sensitive electronics such as TVs, cable boxes, DVRs, phones, and home computers into appropriate 'all line coverage' point-of-use devices as well. Though sensitive electronics and electronic components of motor-driven appliances are not covered under the manufacturer's warranty, point-of-use suppressors will provide a layer of protection.

You can purchase point-of-use protectors from home improvement, big box retailers, or local hardware stores. Match the appropriate suppressor to the item you wish to protect. For instance, a TV may require a suppressor that includes a connection to a cable or satellite line, in addition to the electric plug, to be totally protected. Before buying point-of-use surge suppressors, consider walking through your home to assess your specific needs. Visit SECOEnergy.com for more information.

For non-residential locations (including commercial locations, barns, gates, pumps, etc....)

For non-residential locations, including barns, gates, pumps, and other commercial applications, the manufacturer's warranty differs from the residential service locations.

The SPD has a 15-year warranty for the device itself, provided by the manufacturer, Meter Treater. The 'non-residential' SPD warranty does not offer consequential coverage for damaged items. This limitation arises because accurately determining the installation location and assessing associated risks is nearly impossible with non-residential locations. Investing in a high quality, reliable surge protector is crucial as it is about providing primary protection for your equipment and preventing damage.



PO Box 301
Sumterville, Florida 33585-0301



352.793.3801



www.SECOEnergy.com

Protecting your business, barn, gate, pump, or other non-residential equipment from damaging high-voltage surges is crucial. By providing surge protection at the main service entrance, SECO can help:

- Avoid wear and tear caused by surges on both equipment and site electrical systems. Frequent replacements and repairs can be costly. SPDs act as a first line of defense, reducing the impact of surges and extending the lifespan of your equipment.
- SPDs are specifically designed to handle transient high-voltage surges carried through power lines. By limiting surges to safe levels, they protect all electro-mechanical and motor-driven equipment. This extended protection ensures your equipment operates efficiently over time.

The SPD reduces the voltage from power surges and spikes BEFORE they enter through the electric meter. It provides a layer of protection to the items for which the service provides electricity.

Visit SECOEnergy.com for more information. Read full warranty information enclosed.

Sincerely,

Your Surge MitiGator™ Team
Surge@SECOEnergy.com
352-569-9960



A Fifteen Year Residential Extended Surge Suppressor Limited Warranty

[This is not an insurance program.]

A. What Does This Warranty Cover? Meter-Treater, Inc. (MTI) warrants to its Customers that the hardware surge protection device (SPD) that MTI manufactures and sells will be free from defects in materials and workmanship. This extended limited warranty covers consequential damages to standard residential equipment, as defined herein, as a result of a transient voltage or surge voltage as defined by IEEE C62 Standards. 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 above, then the general determination for warranty coverage is that the appliance must be a motor-driven load within the residence. MTI will make the final determination.

This warranty is transferable to the utility customer, however, adequate care and maintenance is required per Section D. Lack of proper care or maintenance may void this warranty. This warranty does not cover any SPD where MTI's nameplate or other identification has been deliberately tampered with or removed. For those units shipped prior to April 20, 2022, the original published warranty terms remain.

B. How Long Does the Coverage Last? This warranty is valid fifteen (15) years starting from the date of manufacture. If you have questions as to the date of the original shipment, please contact MTI. This warranty cannot be purchased after the SPD is placed in service.

C. What Will Meter-Treater, Inc. Do?

If any SPD proves defective during the applicable warranty period, MTI will repair or replace the SPD. MTI's sole liability and the customer's sole remedy for failure of the SPD shall be limited to repair or replacement. If it is determined that a transient voltage/surge entered via the utility's power line and passed through the SPD causing consequential damage to standard residential equipment or residential appliances located inside a single family residence, then the proper warranty procedures as described in **Section E, "How To Get Service?"** should be followed. The SPD's light(s) must be extinguished with power applied and surge activity must be verified by MTI.

MTI's liability, per occurrence, will not exceed \$5,000 to any one (1) specific device or appliance with a maximum of \$500,000 over the life of this warranty. Upon evaluation, you will be notified of the status of your warranty assessment. If it is determined that you are entitled to compensation, you 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 MTI, up to the cap set forth above. Determination of fair market value will be at MTI's sole discretion.

D. What Does This Warranty Not Cover? This warranty shall not apply to any defect, failure, damage caused by improper installation, improper use, or inadequate maintenance or care. MTI shall not be obligated to furnish service under this warranty (a) to repair damage resulting from connection to incompatible equipment; or (b) to service an SPD that has been modified, altered or integrated with other products when such modification, alteration, or integration increases the time or difficulty of servicing the SPD. This warranty excludes (a) bodily injury to persons, (b) defects caused by or damages resulting from operation of the SPD under conditions exceeding MTI's published SPD specifications, such as continuous steady over-voltages as a result of power delivery system damage or flaws, (c) structural damage (d) damages to the electrical system including but not limited to wiring, electrical outlets, breaker panels, and meter sockets, (e) electric cars; (f) solar panels and solar equipment; (g) elevators and elevator equipment; (h) damages to all wells, well pumps and supplementary well pump equipment (i) generators and any damages caused by an on-site backup generator, (j) damages caused by negligence in the use of the SPD or (k) any damages caused by a defective SPD other than physical damage to Standard Residential Equipment. Under no circumstances will MTI guarantee performance due to a lightning strike not carried down the utility power lines and through the utility transformer and then the SPD to the residence.

This warranty excludes all stand-alone "electronic equipment" using microchip, microprocessor or transistor technology, such as but not limited to computers, televisions, DVD Players/Recorders and Security Systems.

Notwithstanding any other term of the warranty, in no event is medical and/or life support equipment covered under this warranty.

MTI shall only be liable to pay those damages incurred which are covered under this Warranty and for which you have not recovered or do not intend to recover from a third party or insurance carrier. In no event shall you be entitled to a "double recovery."

Any and all possible subrogation claims which may be made by a homeowner's insurance company are hereby waived. Homeowner expressly acknowledges this provision and intends for its insurance company to be bound by this subrogation prohibition.

E. How To Get Service? The intent of this warranty is not to replace damaged equipment with new items.

Product Warranty Procedure: In order to obtain service under this warranty, MTI must be given notice of the defect within seven (7) working days of discovery of the damaged SPD. MTI must be contacted to obtain a Return Merchandise Authorization (RMA) number. The SPD must be removed and returned to MTI with shipping prepaid. A letter explaining what damage was sustained and how the damage occurred should be included. MTI will pay for the shipping charges to return the SPD, after our inspection. **Consequential Residential Equipment Warranty Procedure:** If you believe that you have consequential equipment damage, MTI must be given notice of connected equipment damaged within seven (7) working days of discovery of the damaged equipment. At that time, a warranty documentation form will be forwarded to you, which must be completed and filed within thirty (30) days of you notifying us of the claim. The warranty documentation form must be completed in its entirety and returned along with the failed SPD, according to the *Product Warranty Procedure* above. Further, a detailed description of the nature and extent of the repairs done and all consequential damage that occurred should be attached to the warranty documentation form. If the repair has not been done at the time the warranty documentation form is submitted, you must send an estimate of the needed repairs with the warranty documentation form. You agree to cooperate with MTI in the processing of your claim and provide any supplemental information requested by MTI within ten (10) business days of such request. Failure to provide the requested information within ten (10) business days will result in the claim being rejected. Thereafter, MTI shall have no further liability for the claim. The electric utility company, electrician, MTI or an authorized representative of MTI reserves the right to inspect the damaged equipment parts, as well as the installation location. Damaged parts must remain available for inspection until the warranty assessment is finalized.

The SPD's light(s) must be extinguished with power applied and surge activity must be verified by MTI. MTI shall be the sole judge of the SPD's failure.

F. No Liability To Multiple Parties

In the event a warranty claim is made hereunder by someone other than the owner/title holder of the property for which a warranty claim is made (referred to herein as "Claimant"), then and in such event, Claimant agrees as follows: Claimant shall defend at its sole cost and shall fully indemnify and hold harmless MTI and its officers, directors, employees, contractors, sub-contractors, agents, advisors and representatives (each, an "Indemnified Party") from any and all liabilities, obligations, claims, suits, contingencies, damages, losses, fines, penalties, interest, costs and expenses (including all court costs, costs of investigation and reasonable attorneys' fees), etc. (collectively, "Losses") that MTI or such other Indemnified Party may suffer or incur as a result of or relating to any claims made by the owner/title holder of the property for coverage under this warranty. Claimant understands that only one claim can be made per incident and that MTI shall not be liable to multiple parties. MTI shall select counsel of its choice in connection with defending any such claims, demand or action. MTI may deduct or withhold money due from MTI to Claimant hereunder to cover such Losses if multiple claims are made. In the event such set-off or withholding is insufficient to cover the Losses, Claimant shall remain liable for any balance.

G. How Does State Law Apply?

These are the sole warranties made by Meter-Treater, Inc. with respect to the residential use of the Meter-Based 400/500/575 Series, the meter-based CL320 series, the MAP Series, and the Hardwire RCHW Series. No other express or implied warranties are given. Also, other than provided for above, consequential and incidental damages are not recoverable under this warranty. This warranty gives you specific legal rights, and you may also have other rights, which vary, from state to state.

Meter-Treater, Inc.,
1349 S. Killian Drive, Lake Park FL 33403
1-800-342-6890 / Fax 1-561-848-2372



A Fifteen Year Surge Suppressor Limited Warranty

A. What Does This Warranty Cover? Meter-Treater, Inc. (MTI) warrants to its Customers that the hardware surge protection device (SPD) that MTI manufactures and sells will be free from defects in materials and workmanship.

B. How Long Does the Coverage Last? This warranty is valid fifteen (15) years starting from the date of manufacture. If you have questions as to the date of the original shipment, please contact MTI.

C. What Will Meter-Treater, Inc. Do?

If any SPD proves defective during the applicable warranty period, MTI will repair or replace the SPD. MTI's sole liability and the customer's sole remedy for failure of the SPD shall be limited to repair or replacement.

D. What Does This Warranty Not Cover?

This warranty shall not apply to any defect, failure, damage caused by improper use, or inadequate maintenance or care. MTI shall not be obligated to furnish service under this warranty (a) to repair damage resulting from connection to incompatible equipment; or (b) to service a SPD that has been modified, altered or integrated with other products when such modification, alteration, or integration increases the time or difficulty of servicing the SPD. This warranty does not cover customer damage, abuse or unauthorized modification. Under no circumstances shall MTI be liable for any damage incurred by the use of this product. Damages include but are not limited to, the following: lost profits, lost savings and incidental or consequential damages arising from the use of or inability to use this product.

E. How To Get Service?

Product Warranty Procedure: In order to obtain service under this warranty, MTI must be given notice of the defect within seven (7) working days of discovery of the damaged SPD. MTI must be contacted to obtain a Return Merchandise Authorization (RMA) number. The SPD must be removed and returned to MTI with shipping prepaid. A letter explaining what damage was sustained and how the damage occurred should be included. MTI will pay for the shipping charges to return the SPD, after our inspection.

F. How Does State Law Apply?

These are the sole warranties made by Meter-Treater, Inc. with respect to the residential use of the Meter-Based 400/500/575/CL320 Series, the MAP Series, and the Hardwire RCHW Series. No other express or implied warranties are given. Also, other than provided for above, consequential and incidental damages are not recoverable under this warranty. This warranty gives you specific legal rights, and you may also have other rights, which vary, from state to state.

Meter-Treater, Inc.,
1349 S. Killian Drive, Lake Park FL 33403
1-800-342-6890 / Fax 1-561-848-2372

*This warranty complies with the Magnusson-Moss Act.
Copyright 2019 Meter-Treater, Inc. Rev 04.12.19*