Contact information
For general warranty questions, installation, or to file a warranty claim contact EMP Shield™ at (620) 412-9978.

Limited Lifetime Warranty for EMP Shield™ Products
EMP Shield warrants to the original retail purchaser or user the EMP Shield product will be free from failure due to defects in workmanship or materials under normal care and proper usage in a residential or commercial installation which fully complies with all National Electrical Code requirements for a period of 10 years. In the event of such a failure, EMP Shield will, at its option, either repair or replace the product without charge. See "To Submit A Warranty Claim" below. Nothing in this Limited Lifetime Warranty Document affects any statutory rights of consumers that cannot be waived or limited by contract. This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

Reimbursement Maximum Amounts for EMP Shield™ Products
All EMP Shield Models – $25,000.
This warranty does not cover failure or damage due to an act of God, normal wear, or improper storage, installation, operation, maintenance, accident, misuse, abuse or negligence of any party other than EMP Shield. This warranty does not cover reimbursement for labor, transportation, gaining access, removal, installation, temporary power, or any other expenses which may be incurred in connection with repair or replacement of the Unit. In no event shall EMP Shield be liable for special, consequential, or incidental damages. This limited warranty is the exclusive warranty and replaces all other warranties or conditions, express or implied, including, but not limited to, the implied warranties or conditions of merchantability and fitness for a particular purpose. Some States or jurisdictions do not allow the exclusion of express or implied warranties, so the above exclusion may not apply to you. In that event, such warranties are limited in duration to the limited warranty period. Some States or jurisdictions do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages.

To Submit a Warranty Claim
Contact EMP Shield™ at (620) 412-9978.
When making a Policy Protection or warranty claim, the following information must be provided initially:
1. Your full name.
2. Complete address including Zip Code (no PO Boxes allowed) and, if different, the address at which the Unit was installed.
3. A copy of the dated sales receipt for each piece of electronics equipment for which a claim is made.
4. A letter explaining the incident that you believe led to the failure.

If an insurance claim or any other claim for reimbursement has been made on the electronics equipment that is the subject of a Protection Policy claim, you must provide a copy of all submitted claim information. If an insurance or other claim has not been made, a verification has been made that there is no insurance or electronics equipment warranty coverage available to reimburse for the damage. This Limited Lifetime Warranty shall be governed by the laws of the State of Kansas, USA.

This warranty is applicable to models:

3P/120/208/RL;
3P/120/208/TB;
3P/120/208/W;
3P/240/400/EURL;
3P/240/400/EUTB;

3P/240/400/EUW;
3P/277/480/RL;
3P/277/480/TB;
3P/277/480/W;
DC/12V/TB;
DC/12V/W;
DC/24V/TB;
DC/24V/W;
DC/48V/TB;
DC/48V/W;
DC/90-120/TB;
DC/90-120/W;
Dual DC/90-120/W;
DC/220-300/TB;
DC/220-300/W;
Dual DC/220-300/W;
DC/300-420/TB;
DC/300-420/W;
Dual DC/300-420/W;
SP/120/240/RL;
SP/120/240/TB;
SP/120/240/W;
SP/240/EURL;
SP/240/EUTB, and;
SP/240/EUW

About Lightning Strikes

If hit by lightning, the EMP Shield™ will protect your electronic equipment that is plugged in to all grounded wall sockets, but the Unit will sacrifice itself and become inoperable. The EMP Shield will need to be replaced. Subsequent re-strikes after the first strike may result in damaged equipment and will not be protected under this warranty. If the lights on the Unit are off and the 20 Amp breaker wired to the unit is tripped, do not reset the 20 Amp breaker. You must have a qualified electrician remove the unit and install a new unit before resetting the breaker. In the event a lightning strike destroys your EMP Shield, send in $50.00 along with the destroyed unit, and EMP Shield will send you a replacement for the lightning damaged unit.

General Protection Policy Statement

The following protection policy is not intended to and does not add to or modify the Limited Lifetime Warranty for EMP Shield products but is a general statement of policy. The Protection Policy is not intended to replace or be used as an alternative to secondary or any applicable warranties, service contracts and/or all other insurance available to cover a claim for damage to the electronics equipment.

EMP Shield will pay to repair or replace electronic equipment, such as microwave ovens, appliances, televisions, personal computers, audio components, and satellite dish equipment owned by the original retail purchaser or by the original purchaser of the Unit, if damaged by a surge and if all of the following requirements are met:

1. The Unit is properly installed by a licensed electrician and each item of electronic equipment is properly connected in accordance with the instructions of its manufacturer.
2. The Unit has not been misused or altered.
3. The claim is made within 30 days of failure.
4. EMP Shield or a third party is given the right to inspect the Unit and the electronics equipment as well as the location where the electronics equipment was in use. A decision to inspect shall be made at EMP Shield's option and at its expense.
5. Electronics equipment, such as televisions with multiple ports, must have surge protection on each conductor (e.g. antenna, cable, etc.).
6. The person making the claim has also made a claim for all insurance or warranty protections applicable to the electronics equipment.
7. All information requested by EMP Shield to allow it to investigate the claim, including the information described in the "To Submit a Warranty Claim" section is provided.

8. If the requirements for consideration of a claim are met and EMP Shield determines that the claim is valid, it will pay up to the deductible of the homeowners' insurance or the cost of the damage, whichever is less. This reimbursement is limited to the Reimbursement Maximum Amounts stated above.

This Protection Plan is non-transferable and only applies to the original retail purchaser of the electronics equipment or the original purchaser of the Unit. The decision to repair or replace covered electronics equipment will be made by EMP Shield at its sole discretion.

EMP Shield reserves the right to change the terms of this warranty at any time, without notification to purchasers.