Limited Lifetime Warranty

- 10-year Limited Lifetime Warranty
- Backed by $25,000 Insurance Policy
- $50 Limited Lifetime Replacement

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 that 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 that 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 that vary from jurisdiction to jurisdiction.

© Copyright 2024 EMP Shield® - https://www.EMPShield.com

Reimbursement Maximum Amounts for EMP Shield Products:

- All EMP Shield Models – $25,000

This warranty covers explicitly damage from electrical surges and those caused by lightning to an EMP Shield protected property. While lightning is an act of God, it is included in the coverage of this warranty. This warranty does not cover failure or damage due to normal wear, 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 that may be incurred in connection with the repair or replacement of the unit. EMP Shield shall not be liable for special, consequential, or incidental damages. This limited warranty is exclusive 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.

Exclusions: We do not cover any normally open circuit appliances and devices such as garage door openers, ethernet or coaxial cables, or items directly connected to these cables, routers, modems, landlines, cable boxes, satellite dishes, remote surveillance equipment, remote well pumps, etc. Televisions, computers, laptops, routers, stereos, or other networked equipment, etc., must be connected to and protected by an inline surge protector, or they will not be covered.

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 electronic 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 electronic 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, verification that no insurance or electronics equipment warranty coverage is available to reimburse for the damage.

This Limited Lifetime Warranty shall be governed by the laws of the State of Kansas, USA.

Applicable Models:

- 3P/240/400/EURL
- 3P/240/400/EUTB
- 3P/240/400/EUW
- 3P/277/480/RL
- 3P/277/480/TB
- 3P/277/480/W
- 3P/120/208/RL
- 3P/120/208/TB
- 3P/120/208/W
- DC/12V/TB
- DC/12V/W
- DC/12V/MICRO
- DC/24V/TB
- DC/24V/W
- DC/48V/TB
- DC/48V/W
- DC/90-120/TB
- DC/90-120/W
- DC/220-300/TB
- DC/220-300/W
- DC/300-420/TB
- DC/300-420/W
- DC/600/W
- Dual/DC/12V
- Dual/DC/24V
- Dual/DC/48V
- Dual/DC/90-120/W
- Dual/DC/220-300/W
- Dual/DC/600/W
- ANT-200-UHF
- ANT-500-UHF
- ANT-1000-UHF
- ANT-200-N
- ANT-500-N
- ANT-1000-N
- ANT-1500-N
- ANT-100-F
- Dual DC/300-420/W
- SP/120/240/RL
- SP/120/240/TB
- SP/120/240/W
- SP/240/EURL
- SP/240/EUTB
- SP/240/EUW
- GS/SPT1/120/240
- GS/SPT2/120/240
- GS/SPT2/277/480
- GS/SPT2/120/208
- GS/V/DC/12V
- GS/D/POE/1G/1P
- GS/D/POE/1G/2P
- GS/D/POE/1G/3P
- GS/D/POE/1G/4P
- GS/D/POE/1G/6P

About Lightning Strikes: If hit by lightning, the EMP Shield will protect your electronic equipment plugged into 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 Manufacturer and Purchaser mutually acknowledge that the product by its nature may be subject to degradation as a consequence of the number and severity of surge and transient experiences during normal operation, and that this Warranty excludes such gradual degradation. In no event does this Warranty cover medical or life support equipment and it expressly excludes bodily injury to persons. This Warranty shall be rendered void if the protection device is not installed in accordance with all applicable Codes and Authorities having jurisdiction as well as the Manufacturer's instructions. For proper function of the unit, it is important that connection to an adequate ground system be provided. Acceptance of claim does not constitute acceptance of any liability on behalf of the Manufacturer.

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

1. The unit is properly installed by a licensed electrician and each piece of electronic equipment is properly connected in accordance with its manufacturer's instruction.
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 has the right to inspect the unit, electronic equipment, and the location where the electronic equipment was in use. The decision to inspect shall be made at EMP Shield's option and 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 electronic 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, the client will be reimbursed. 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 electronic equipment or the original purchaser of the unit, unless sold through a currently *Certified* and *Registered Reseller* of EMP Shield and proper documentation has been provided.

EMP Shield will decide whether to repair or replace covered electronic equipment at its sole discretion. EMP Shield reserves the right to change the terms of this warranty at any time without notification to purchasers. Should EMP Shield decide to replace any covered electronic equipment, it will be replaced at the items current, depreciated value.

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

© Copyright 2024 EMP Shield® - https://www.empshield.com