

Q&A



Just what is a surge and how are they created?

Surges are very brief increases (spikes) in voltage. Many people equate surges with lightning, but there are many other causes that most people don't even recognize. From outside your home, brief surges can occur when a tree branch falls into a line or a car hits a power pole. Internal surges can occur when motors or pumps turn off or when you turn your vacuum cleaner on and off. (A large vacuum cleaner can generate a 6000-volt spike!)

How do Surge Protection Devices work?

Surge Protection Devices (SPDs) are like pressure safety valves on a boiler, which release dangerous excess pressure from the system. SPDs are installed across the power supply in parallel with the equipment to be protected. At normal operating voltages, the SPDs do not affect the system. When a transient voltage occurs, the SPD diverts the transient energy/current back to its source or ground. This limits (clamps) the voltage amplitude to a safer level. After the transient is diverted the SPD will automatically reset back to its original state.

Do I need the redundancy of multi-stages?

Yes, for full coverage it is best to have a multi-stage protection approach. Think of an electrical surge as a large tidal wave, each protection stage knocks out a huge portion of the surge until there is nothing left to hurt or damage your equipment.

Shouldn't the utility protect power lines from surges?

Yes, we provide surge protection on the electrical distribution system. This surge protection is tough enough to work on high voltage lines but is not refined enough to protect sensitive electronics.

If I rent a house or apartment, am I eligible for this service?

Only property owners are eligible to participate in the meter-base protection service. If a tenant wants to participate in the meter-base protection service, they should contact the property owner to see if they are willing to

have the charges billed to their account. The protection offered by the meter-base protector would mainly benefit the owner of the property's major appliances (the property owner, in most cases). Property owner approval is required for all meter-base protector installations on a rental property. Plug-in protectors are only sold in conjunction with meter-base protectors.

How will I be billed if I purchase surge protection equipment?

The charges will appear on the first or second electric bill you receive after purchase. The rented meter-base protector will appear as a recurring line item on the electric bill. The installation charge will appear as a second line item on the bill and will be a one-time charge. The third line item will be for plug-in protectors, the cost of which can be spread over several months on the electric bill, at no additional cost. Example: There would be a first line with a rental charge for \$XXXX + tax, a second line with the one-time installation charge of \$XXXX + tax, and a third line for any plug-in protectors purchased.

Do I have to be home when the surge protection is installed?

No.

Will the power be turned off during installation?

Yes, it is required, and generally the power will be off for less than 15 minutes during the installation.

How do I know if the surge protection is still working?

Both the meter-base protector and plug-in protectors have indicator lights to let you know that they are functioning properly. If these lights are not illuminated, be sure to call us. XXX-XXX-XXXX

Will this stop the surges that cause my clocks and DVD players to blink?

Blinking clocks and DVD players are caused by power interruptions, not electrical surges. Surge protection equipment will not reduce or prevent power interruptions.

What about protection for my computer/modem, cable television, Blu-ray, and/or Gaming machines?

These sensitive electronics are unique in that they have two or more sources of entry for a surge. Our premium plug-in protectors offer both the standard electrical protection as well as the necessary phone, cable, or satellite protection.

Will a circuit breaker respond and protect the equipment?

A typical surge travels at (1/1000th) of a second. Circuit breakers take approximately (170/1000th) of a second, or 170 times as long, to respond to excess current. In other words, electrical surges will come and go long before a circuit breaker can operate.

What is a meter-base protector?

A meter-base protector is a high-energy surge protection device that is installed directly behind the electric meter at your home. All power coming into your home runs through the meter-base protector, making it the first stage of protection against power surges.

Will the meter-base protector protect all my equipment?

No, which is why we recommend our layered protection. The meter-base protector, the first layer of protection, offers excellent protection for major appliances such as dishwashers, washers, dryers, refrigerators, and freezers. While this covers the majority of power surge protection, a small portion of power surges can still pass through interior wiring, where they can damage sensitive electronics. For these sensitive electronics, we offer our second layer of protection, premium plug-in protectors, which are up to six times stronger than those found in retail stores.

Will the meter-base protector protect my home from a direct lightning strike?

The vast majority of lightning strikes you can hear or see occur nearby your home. These strikes may send surges into your home through electrical, cable, or phone lines. Our surge protection equipment is designed to protect against these common surges. Service entrance protectors are not designed to protect your home from a direct lightning strike, but fortunately, the odds of lightning striking your home are very low.

What is not covered by our meter-base protectors or plug-in protectors?

Some equipment cannot be sufficiently protected by the meter-base protector or plug-in protectors, as surges can enter through the ground, rather than the power lines.

Examples include outdoor pumps, irrigation systems, electronic pet fences, and electric entrance gates. Although the meter-base device does offer some protection for electronic display panels in large appliances, they cannot be fully protected by that device. Additionally, alarm, doorbell and intercom systems cannot be covered under our warranty since they require specialized protection. It is best to contact the manufacturer when attempting to protect these types of devices.

Is there a minimum amount of time that I must keep the meter-base protector at my home?

Yes, _____ offers the meter-base protector for an initial term of 24 months. Termination by the customer of the meter-base protector service prior to the end of this initial term will result in a removal/termination fee of \$XX.

What if, at the time of installation, a grounding problem is discovered by the electrician doing the installation?

At the time of installation, an electrician will inspect and repair any electrical grounding problems at no extra charge. The electrician will note a problem if one is found, and the customer may have to notify their cable or phone company to facilitate the repair.

Can I take the meter-base protector with me when I move?

The meter-base protector is rented, so you can simply request the service at the new residence. There will be a \$XXXX cost for the installation that includes a grounding inspection and any needed electrical grounding repairs at the new residence. The \$XXXX monthly fee continues as usual.

Does the utility offer any surge protection for plug-in electric vehicles (PEVs)?

Although the meter-base device will provide a level of protection to PEV charging units, at this time, neither those items nor the vehicles are covered under any warranty. We currently do not offer surge protection devices for standalone, remotely-located, PEV charging units. However, such devices are available on the market, and a licensed electrical contractor may be able to install one upon request.

Will plug-in protectors work by themselves?

Unlike our meter-base protectors, which offer protection from powerful surges, plug-in protectors are not designed to handle major power surges. Our premium plug-in protectors are designed to stop the small portion of surges that may not be blocked by our meter-base protector alone. These smaller surges aren't usually harmful

to large appliances, but they can cause serious damage to sensitive electronics such as computers, TVs, phones and DVD players. If only plug-in protectors are used and a home receives a substantial surge, the protectors may not provide adequate protection.

Can I buy plug-in protectors if I don't have a meter-base protector?

Plug-in protectors are designed to function as a second stage of surge protection. The meter-base protector is the first stage of surge protection, which protects plug-in protectors from powerful surges. For this reason, we only sell plug-in protectors in conjunction with the meter-base protector.

Do I have to buy an individual plug-in protector for all my electronic equipment?

Based on the location of the electronic equipment, multiple items can be plugged into one protector. Items such as TVs, DVD players, computers and related equipment are all good candidates for our premium plug-in protectors. While plug-in protectors are recommended for all sensitive electronics in a home, most customers choose only to purchase high quality plug-in protectors for their most expensive electronic equipment.

What makes our plug-in protectors superior to others on the market?

Premium plug-in protectors offer:
Up to six times the protection of retail plug-in protectors.
Indicator lights that let you know they're functioning properly. If damaged by a surge, our plug-ins automatically disconnect power to your equipment, preventing secondary surges from causing damage.

Plug-in protectors have the flexibility of protecting not only electrical lines, but phone, cable, and satellite connections as well.

Can I take the plug-in protector(s) with me when I move?

Yes, all plug-in protectors purchased by the customer from us can be moved to a new location. Please note, however, that no customer-owned equipment warranty will be provided. Additionally, if the installment billing on the plug-in protectors is not yet complete, payment will be required in full on the final bill.



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