

# MIW-SURGE-1G Warranty

PFPower warrants to the purchaser of any PFPower In-Wall surge protector, for a period of 3 years from its installation date, that the surge protector shall be free of defects in design, material, or workmanship, and PFPower will repair or replace any defective unit. For product replacement see "NOTIFICATION" below.

**CAUTION:** Audio/Video, computer and/or telephone system installations can be very complex systems, which consist of many interconnected components. Due to the nature of electricity and surges, a single protector may not be able to completely protect complex installations. In those cases, a systematic approach using multiple protectors must be employed. AC power, satellite cables, CATV cables, or telephone/network lines entering the system that do not pass through this surge protector will provide pathways for potential surge damage. For additional information on how to protect your system, please contact PFPower before connecting your equipment to the surge protector. More detailed information is available at [www.panamax.com](http://www.panamax.com) or [www.furmansound.com](http://www.furmansound.com). If you have any questions regarding these requirements, please contact PFPower Customer Relations.

## 1. PROPER INSTALLATION:

PFPower In-Wall AC and Signal-line protectors are designed to provide code-compliant (NEC or CEC) installations. Separate signal-line protection modules must be used. Building wiring and other connections to protected equipment must conform to applicable codes (NEC or CEC). No other ground wires or ground connections may be used. All wires (including, AC power lines, telephone lines, signal/data lines, coaxial cable, antenna lead-ins) leading into the protected equipment must first pass through a single PFPower protector designed for the particular application. The protector and the equipment to be protected must be indoors in a dry location, and in the same building. PFPower installation instructions and diagrams must be followed.

## 2. NOTIFICATION:

You must obtain a return authorization (RA) number from the PFPower Customer Relations Department at [www.panamax.com](http://www.panamax.com) or [www.furmansound.com](http://www.furmansound.com) or toll-free at 1-800-472-5555 before returning the protector to PFPower. Once you obtain an RA number, please mark the number on the bottom of the unit and pack it in a shipping carton/box with enough packing material to protect it during transit. The RA number must be clearly marked on the outside of the carton. Ship the unit to PFPower. Please note that you are responsible for any and all charges related to shipping the unit to PFPower.

## 3. DETERMINATION OF FAILURE:

PFPower will evaluate the protector for defects. Opening the enclosure, tampering with, or modifying the unit in any way shall be grounds for an automatic denial of your request for replacement. PFPower, after evaluating the unit, shall in its sole discretion, determine whether or not your protector is eligible for replacement. If the surge protector shows no defects, PFPower will return the unit to you with a letter explaining the test results. Exception: If a dealer or installer replaces the protector for the customer, the unit will be returned to the dealer or installer.

## 4. GENERAL:

If you have any questions regarding the product warranty, please contact the Customer Relations Department at [www.panamax.com](http://www.panamax.com) or [www.furmansound.com](http://www.furmansound.com) or toll-free at 1-800-472-5555. This warranty supersedes all previous warranties. This is the only warranty provided with the protector and any other implied or expressed warranties are non-existent. This warranty may not be modified except in writing, signed by an officer of PFPower. Forms are available on the Panamax or Furman web sites for requesting RA's.



MODEL - MIW-SURGE-1G
DOC. NO. IWS00885 REV. A
Effective Date 5/10

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