

SEP-200 Surge Protector Five Year Product Warranty and Connected Appliance Protection Policy

(Valid only in the United States and Canada)

PRODUCT WARRANTY

Panamax warrants to the original owner of the Panamax SEP-200 surge protector, for five (5) years following the date of purchase of the protector, that the surge protector shall be free of defects in design, material or workmanship. Panamax will repair or replace any such defective unit during the warranty period.

CONNECTED MAJOR APPLIANCE PROTECTION POLICY

Panamax will pay to repair or replace covered major household appliances, up to an aggregate three year total of \$10,000, if the major household appliance, as defined herein, is damaged by an AC power or lightning surge. The Panamax surge protector must show signs of damage or be operating outside of design specifications.

Original owner is defined as: either the original purchaser of the SEP-200 protector or the first homeowner to reside in the residential household with the SEP-200 protector. Major household appliances are defined as the following motor driven household loads: refrigerator, freezer, oven, range, washer, dryer, ceiling fan, or dishwasher.

THIS WARRANTY IS SUBJECT TO THE CONDITIONS BELOW

1. COVERED RISK: This warranty covers the above described major household appliances from any and all damage resulting from either an AC power surge or line overvoltage for the warranty period defined herein. This coverage is secondary to any existing manufacturer's warranty, implied or expressed; or any service contract in existence at the time of the loss, or to any applicable insurance policy in effect.

2. WARRANTY PERIOD: The SEP-200 Warranty shall be in effect for three (3) years following the date of purchase of the protector. Panamax reserves the right to require proof of proper installation in the event of a claim.

3. PROPER INSTALLATION: The SEP-200 surge protector must be properly installed by a certified electrician. Building wiring, grounding and other electrical connections must conform to current applicable codes (NEC or CEC). Panamax installation instructions and diagrams must be followed.

4. DETERMINATION OF FAILURE: The Panamax SEP-200 protector must show signs of damage or must be performing outside of design specifications. OPENING THE ENCLOSURE, TAMPERING WITH, OR MODIFYING THE PROTECTOR IN ANY WAY SHALL VOID YOUR WARRANTY.

5. EXCLUSIONS: The SEP-200 WARRANTY DOES NOT COVER: service charges; installation costs; reinstallation costs; setup cost; diagnostic charges; periodic checkups; routine maintenance; loss of use of the product; costs or expenses arising out of reprogramming or loss of programming; shipping charges or fees; service calls; loss or damage occasioned by fire, theft, flood, wind, accident, abuse or misuse.

6. MAKING A CLAIM:

a) Contact the Panamax Customer Relations department by internet at www.panamax.com or call toll-free at 1-800-472-5555 to obtain a Return Authorization (RA) number. IF YOU BELIEVE YOU HAVE DAMAGE TO A MAJOR HOUSEHOLD APPLIANCE AS DEFINED, YOU MUST NOTIFY PANAMAX AT THIS TIME.

b) Panamax will send you a one page claim statement to be completed and returned. You must include either the original proof of purchase of the be followed.protector or the work order for the installation of the SEP-200 protector with your completed claim statement.

c) Once you obtain an RA number, please clearly mark your RA number on the side of your protector. Place your protector in a box and add packing materials. On the outside of the box, please clearly mark the RA number.

d) Ship the protector to Panamax. You are responsible for charges for shipping the protector to Panamax.

e) Once Panamax has received your claim statement and has confirmed your eligibility, Panamax, at its sole option, will either pay the deductible amount of the original owner's insurance policy covering major household appliances or pay to repair or replace said major household appliances.

f) Panamax reserves the right to inspect the damaged appliance(s), parts, or circuit board, as well as the customer's facility (at Panamax's expense). Damaged appliances deemed uneconomical to repair must remain available for inspection by Panamax until the claim is finalized.

8. GENERAL: If you have any questions regarding this warranty, please contact the Panamax Customer Relations Department at www.panamax.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 the Panamax corporation.

MODEL - SEP-200
DOC. NO. IWS00856 REV. A
Effective Date: 1/09