



The United Illuminating Company

HOMEGUARD®

Whole House Surge Protection

BASICS

What is a Surge and Why do I Need Protection?

OVERVIEW

What is HomeGuard?

PRODUCTS

What Do I Get?

How to Order Additional Products

WARRANTY

What Does it Cover?

CLAIMS

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IMPORTANT PHONE NUMBERS

UI Customer Service: 1-800-7-CALL-UI (1-800-722-5584)

EFI Technical Assistance: 1-800-877-1174, select option 5

**EFI Product Returns, Repair or Warranty Claims:
1-800-877-1174, select option 2**

POWER SURGES: THE BASICS

What Are Surges?

Power Surges occur when there are sudden powerful increases in the electrical system routinely ranging from 100 to 6,000 volts.

What Causes Surges?

There are many causes of surges including lightning, trees, birds or other animals interfering with power lines, auto accidents involving utility poles and the turning on and off of large industrial pumps and motors. These causes account for approximately 35% of all surges.

Surges can also be caused right inside the home by a refrigerator, HVAC system and well pump motors switching on and off and many other factors that can result in momentary surges. These causes account for approximately 65% of all surges.

While lightning is dramatic in effect, it is by no means the major cause of power surges. However, it is the #1 concern to homeowners in regard to possible damage to their home and property.

Any power disturbance can cause interruption or damage. Low-level surges can cause stress on the circuits of your sensitive electronics, leading to early failure. This reoccurrence of low-level surges is often called “electronic rust”. High-level surges can result in immediate destruction of expensive circuitry. It is the surges that normally last less than one millisecond (0.001 second) that can damage or destroy household appliances and electronic equipment.

The Facts About Surges:

- Power surges are a common, everyday occurrence, and not a one time “event”.
- Surge damage can happen all at once or slowly, over time.
- There are many causes of surges, inside and outside the home.
- Surges can enter the home through power lines, telephone lines, and cable, satellite and antenna lines.
- ANY level of power disturbance, however small, can cause interruption or damage to the microprocessors in the sensitive electronics and appliances found in the home.

What is a Surge Protector?

A surge protector is simply a power diverter. It directs harmful power disturbances safely through a bypass path of least resistance to ground. A surge protector is designed to take in and handle high-voltage (surges) by delivering low clamping voltages combined with high-surge-energy-handling capability.

Simply put - They take the “hit” from a high-voltage surge, let a safe and reasonable amount of voltage through and then send the rest to “ground”.

There are many types of surge suppression devices. The HomeGuard System is a dual-stage approach to surge protection, which includes a service entrance arrestor as well as an array of point-of-use secondary plug-in suppressors.

The basic components of a surge protection system are:

1. Grounding - which provides personal safety.
2. Service Entrance Protection - which provides a “manageable” level of protection but offers electric line protection ONLY.
3. Point-of-Use Protection - which provides a “safe” level of protection for sensitive electronics and appliances by protecting electric lines as well as telephone and cable/ satellite lines.

What is Protected?

Service entrance arrestors protect “white” appliances or major motor-driven appliances such as a washer, dryer, refrigerator, freezer, air conditioning system, garbage disposal, and trash compactor.

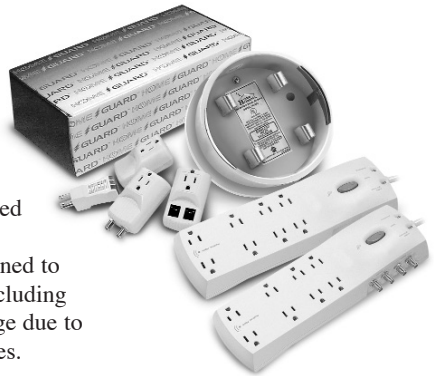
Point-of-use suppressors protect sensitive electronics and smaller appliances AS LONG AS THEY ARE PLUGGED DIRECTLY INTO A PLUG-IN SURGE SUPPRESSOR. Items include computers, TVs, VCRs, DSS, stereos, microwave ovens, garage door openers and more. Any item that has multiple lines, such as a television with both an electric plug and satellite/cable line, must have ALL lines plugged into a Point-of-Use surge suppressor in order to be protected.

HOMEGUARD: AN OVERVIEW

True Whole House Surge Protection

UI's whole house surge protection service (HomeGuard) is a new, optional service that will help protect UI customers' major appliances and sensitive electronic equipment against damage from electrical disturbances caused by lighting and other occurrences. HomeGuard offers customers surge suppression devices designed to protect their home appliances and electronics, including televisions and computer equipment, from damage due to surges from power lines, cable and telephone lines.

The primary surge protector device is installed between the electric meter and the meter socket by UI. Additional surge protection plug-in strips, supplied through this service and plugged into outlets servicing electronic equipment throughout the home, provide a secondary level of protection. If damage does occur as a result of an electric surge, the service will pay for the repair or replacement of the equipment up to certain preset limits covered under a warranty that is provided by the equipment manufacturer.



Three Levels of Protection

1. A meter-based surge arrester is installed at the electrical meter and is designed to protect major electro-mechanical equipment and major electrical components used in the home from surges originating from external sources and entering the home on the power line. Electro-mechanical equipment includes appliances such as refrigerators, washing machines, dryers, dishwashers and air conditioners.
2. In house plug-in units, installed by the customer, provide surge protection for sensitive electronic equipment, such as computers, TVs, microwaves and audio/video equipment. These plug-in units provide protection from electrical surges that are internally generated and those that enter the home through the cable or telephone lines.
3. The products include a 15-year extended manufacturer's warranty. The program also has an equipment protection warranty, which is insurance that extends coverage to the customer's protected equipment. If a surge enters through the HOMEGUARD system and it fails to protect the electro-mechanical appliances in the home, customers will be reimbursed for the repair or fair-market replacement value. Similarly, if a surge passes through a plug-in unit and damages the electronic equipment attached to the unit, that equipment is also covered.

HOMEGUARD: THE PRODUCTS

UI's whole house surge protection program incorporates several devices manufactured by EFI Electronics, Inc. The devices offered by UI's program are designed to provide primary and secondary levels of protection to give our customers peace-of-mind with "true" whole house protection.

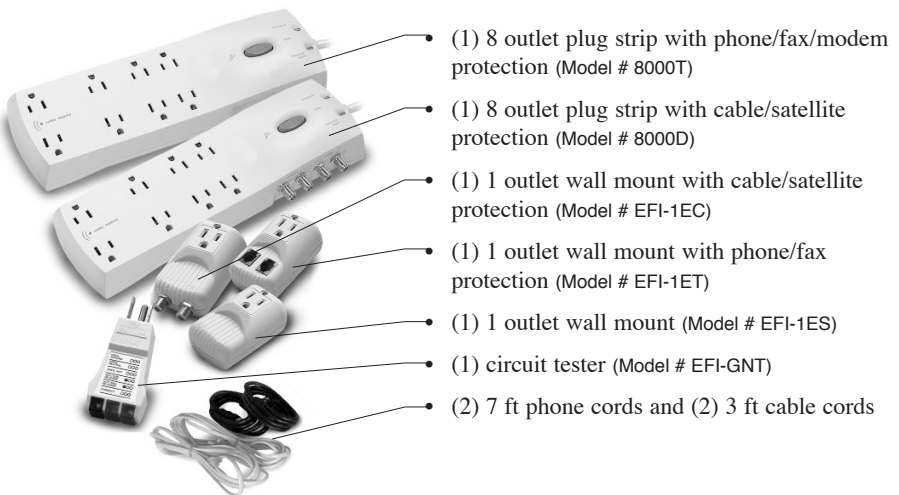
Stage 1 - Service Entrance Protection: HomeGuard® Meter Base



Meter Base Arrestors are installed on the electric meter by a UI technician. These arrestors redirect high voltage surges caused by electrical activity at the point where it enters the home to reduce possible harm from surges to common appliance motors found in washers, dryers, refrigerators, freezers, air conditioners, and so on...

Stage 2 - Point-of-Use Protection

To complete the HomeGuard system, each consumer will receive an In-Home Starter Kit consisting of the most commonly desired plug-in products. Plug-in surge suppressors protect a broad array of electronic equipment. The kit consists of the following point-of-use products:



- (1) 8 outlet plug strip with phone/fax/modem protection (Model # 8000T)
- (1) 8 outlet plug strip with cable/satellite protection (Model # 8000D)
- (1) 1 outlet wall mount with cable/satellite protection (Model # EFI-1EC)
- (1) 1 outlet wall mount with phone/fax protection (Model # EFI-1ET)
- (1) 1 outlet wall mount (Model # EFI-1ES)
- (1) circuit tester (Model # EFI-GNT)
- (2) 7 ft phone cords and (2) 3 ft cable cords

Stage 3 - Manufacturer's Product and Connected Equipment Warranty

All EFI products carry a full, manufacturer's product replacement warranty. The Meter Base Arrestor is warranted for 15 years and the plug-strip and wall mount suppressors carry lifetime warranties. In addition, EFI provides a \$10,000 manufacturer's connected equipment warranty for consumers, which covers all white goods protected by the HomeGuard device up to \$1000 per appliance. The plug strips carry a \$50,000 warranty for connected equipment and the wall mount devices are covered by a \$250 warranty. The warranties are covered in more detail in the "Warranty" section of this manual.

Technical Specifications

Description	HomeGuard	Wall Mount	8000T Plug Strip	8000D Plug Strip
Nominal Operating Voltage	120/240 VAC	120 VAC	120 VAC	120 VAC
AC Maximum Surge Current	100 KA	26 KA	76 KA	83 KA
Response Time	< 5ns	< 1ns	< 1ns	< 1ns
EMI/ RFI Noise Rejection	Up to - 20db	Up to - 20db	Up to - 40db	Up to - 40db
Nominal RMS Load Current/ Phase	200 Amps	15 Amps	15 Amps	15 Amps
Nominal Clamping Voltage/ Phase	600V	400V	330V	330V
Single Pulse Energy Rating	980 Joules	270 Joules	1380 Joules	1680 Joules
UL Listings	UL 1449 2nd	UL 1449 2nd	UL 1449 2nd	UL 1449 2nd
Protection Circuit Technology	MOV	MOV	MOV	MOV*
Protection Elements/ Phase	1	3	5	5
Sine Wave Tracking	N/A	N/A	Yes	Yes
Diagnostic Capability				
Normal	Green LED	Red LED	Green LED	Green LED
Fault	LED out/ buzzer	LED out	LED out/ buzzer	LED out/ buzzer
Proper Outlet Ground	N/A	N/A	Green LED	Green LED
FCC Compliance	N/A	N/A	N/A	Yes (Coax)
Number of AC Outlets	N/A	1	8	8

* Gas tube used for coax protection

PRODUCTS: HOW TO ORDER ADDITIONAL PRODUCTS

An additional Plug-In surge protector, installed at each electrical outlet inside your home is needed to protect each electronic appliance that is plugged into the individual outlet: such as computers, TVs, VCRs, stereos, answering machines, etc. For whole home protection we recommend a plug-in surge protector at each outlet where equipment requires protection even if you have installed a HOMEGUARD meter device.

The plug-in protector is the only device that can safeguard against surges entering through cable TV and phone lines and surges caused when large appliances are turned on and off within your home.

Use the attached order form to order additional plug-in protection.

POWER PROTECTION ORDER FORM

Part No.	Description	Unit Price	Qty
7000S	 7-Outlet with 2 Transformer Ready Outlets, 330V Clamping Voltage, Power Cord 6ft, Downline Warranty 10 Year \$10,000, Product Warranty Lifetime	\$ 21.99	
7000T	 7-Outlet with 2 Transformer Ready Outlets, Telephone Protection & 330V Clamping Voltage, Power Cord 6ft, Downline Warranty 10 Year \$10,000, Product Warranty Lifetime	\$ 26.99	
8000T	 8-Outlet with 2 Transformer Ready Outlets, Telephone Protection & 330V Clamping Voltage, Power Cord 6ft, Downline Warranty 10 Year \$25,000, Product Warranty Lifetime	\$ 31.99	
8000D	 8-Outlet with 2 Transformer Ready Outlets, Telephone & Cable Protection & 330V Clamping Voltage, Power Cord 6ft, Downline Warranty 10 Year \$25,000, Product Warranty Lifetime	\$ 41.99	
EFI-1ES	 1 Outlet Wall mount, LED diagnostics / EMI / RFI Noise Filter, UL 1449 - Second Edition 330 Volt rating, \$250 Connected Equipment Warranty, Product Warranty Lifetime	\$ 11.99	
EFI-1ET	 1 Outlet Wall mount with Telephone Protection, LED diagnostics / EMI / RFI Noise Filter, UL 1449 - Second Edition 330 Volt rating, \$250 Connected Equipment Warranty, Product Warranty Lifetime	\$ 12.99	
EFI-1EC	 1 Outlet Wall mount with Cable Protection, LED diagnostics / EMI / RFI Noise Filter, UL 1449 - Second Edition 330 Volt rating, \$250 Connected Equipment Warranty, Product Warranty Lifetime	\$ 12.99	
TOTAL QUANTITY ORDERED			
Payment Method for Plug-in Protectors <input type="checkbox"/> Check (payable to EFI Electronics) for total due. <input type="checkbox"/> Credit Card by phone: 1-800-877-1174 by fax: 1-801-977-3474 by mail: (see address below)		Sales Tax 5%	
		Shipping Costs (add \$ 6.00 for each part no.)	
		TOTAL COST	
Name		Address	
Credit Card Type		City/State/Zip Code	
Credit Card #	Exp Date	Home Phone	

WARRANTIES: EQUIPMENT COVERAGE

Service Entrance Arrestor Warranty

15-Year Product Replacement Warranty

EFI will repair or replace any EFI Service Entrance, Meter-Base Arrestor that is defective or damaged by an electrical surge (including lightning) for a period of 15 years from the date of installation.

15-Year Connected Equipment Warranty

EFI provides repair or replacement coverage for 15 years with the following guidelines. EFI will repair or replace standard residential ‘White Good’ appliances which sustain damage provided that the service entrance arrestor was:

1. Fully functional immediately prior to the claim event, and
2. The connected equipment was damaged as the result of service entrance arrestor failure (the service entrance arrestor must also sustain surge damage).

Maximum coverage is \$1,000 per appliance, \$10,000 per event.

Primary Coverage

The “connected equipment warranty” included with the HomeGuard System (Service Entrance Arrestor plus the Point-of-Use Kit) is “PRIMARY” meaning that you DO NOT have to access your home insurance first.

What Does the Service Entrance Arrestor Protect?

Service Entrance protection is the first stage, heavy duty suppressor for power line disturbances. It will bring a large power surge down to a “manageable” level and will HELP PROTECT the following standard household items:

- Refrigerators
- Dryers
- HVAC Equipment
- Freezers
- Washers
- Trash Compactors
- Dishwashers
- Garbage Disposals
- Electric Stoves & Ranges

The connected equipment warranty is limited only to these standard household appliances.

What Doesn't the Service Entrance Arrestor Protect?

Since surges can enter the home in ways other than directly through the electric wiring, it is difficult to guarantee or 'surge proof' any home. In order for the service entrance arrestor to protect an appliance, the power and the surge must first go through the service entrance arrestor before reaching your appliance and not be susceptible to other surges brought on through non-electric means. Therefore, some items can not be adequately protected by the service entrance arrestor, such as:

- Security Systems
- Sprinkler Systems
- Well Pumps
- Pool & Spa Pumps
- Water Heaters

Point-of-Use Plug-in Warranty

Lifetime Product Replacement Warranty

EFI will repair or replace any EFI plug-in device that is defective or damaged by an electrical surge for a lifetime.

15-Year Connected Equipment Warranty

EFI will repair or replace properly connected equipment which sustains damage, provided that:

1. The equipment was plugged directly into the EFI plug-in suppression device.
2. The plug-in device was fully functional immediately prior to the claim event.
3. The connected equipment was damaged as the result of plug-in device failure (the plug-in device must also sustain surge damage).

Maximum coverage per product is \$50,000 for the eight outlet plug strip and \$250 per single outlet plug-in.

Primary Coverage

The "connected equipment warranty" included with the HomeGuard System (Service Entrance Arrestor plus the Point-of-Use Kit) is "PRIMARY" meaning that you DO NOT have to access your home insurance first.

**Special Limited Warranty Provided by EFI Electronics, Inc.
To Customers of The United Illuminating Company**

Lifetime Product Replacement on Plug-in Products

15 Year Product Replacement on Service Entrance, HomeGuard Devices

15 Year Connected Equipment Protection:

- Standard Residential “White Appliances” – \$1,000 per appliance, \$10,000 per residence
- Eight Outlet Units - \$50,000
- Single Outlet Units - \$250

EFI Electronics, Inc. provides this warranty for the benefit of the end-user customers of The United Illuminating Company who subscribe to The United Illuminating Company’s HomeGuard Surge Protection Service (Utility Customers). The warranty will continue for a period of fifteen years, as long as such customer subscribes to the service and uses the EFI Electronics Corporation HomeGuard Meter Base surge suppression device (HG-SSD) and all appropriate plug-in surge suppression strip devices (SSD). All coverages are primary to appliance or electronic equipment product warranties, service contracts and insurance policies held by Utility Customers. For this warranty to be valid an EFI Service Entrance device must be installed.

I. Lifetime Limited Product Replacement Warranty

EFI will repair or replace any EFI product that is defective or is damaged by an electrical surge (including those caused by lightning). This is a lifetime limited warranty for the EFI plug-in products and a fifteen year warranty for the HG-SSD only.

II. Limited Damaged Equipment Warranty

a. Scope

For a period of fifteen (15) years after you subscribe to the service, EFI will pay to repair or replace (whichever is less), with like kind or quality, damaged equipment properly connected to the EFI product at the time of the occurrence that is directly damaged by an electrical surge, provided the EFI product (1) was plugged into a grounded, three-prong outlet and (2) was also damaged from the same electrical surge. EFI’s liability to repair or replace damaged equipment shall not exceed the amount of warranty coverage set forth above, in the aggregate for the specific surge protector used. At your option, you may also receive a refund of the current depreciated value of the damaged equipment at the time of the occurrence not to exceed this limitation.

b. Connected Equipment Coverage

The following connected equipment coverage is provided:

1. HomeGuard Meter Base (HG-SSD): Up to \$1,000 to repair or replace (whichever is less) residential standard "white appliances" that sustain surge damage. Maximum coverage per household: \$10,000. A standard "white appliance" is defined as a washer, dryer, stove, refrigerator, freezer, HVAC unit, dishwasher and garbage disposal. This portion of the warranty applies to electro-mechanical and micro-processor components. Coverage is applicable only when (a) the HG-SSD was active and fully functional immediately prior to the claim event and (b) sustained damage as a result of the claim event.
2. Eight Outlet Plug strip w/cable (8000D): Up to \$50,000 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must sustain surge damage).
3. Eight Outlet Plug strip w/telephone (8000T): Up to \$50,000 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must sustain surge damage). This warranty is valid for single phone lines only.
4. Single Outlet Unit w/telephone (EFI-1ET): Up to \$250 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must sustain surge damage). This warranty is valid for single phone lines only.
5. Single Outlet Unit w/cable television (EFI-1EC): Up to \$250 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must sustain surge damage).
6. Single Outlet Unit (EFI-1ES): Up to \$250 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must sustain surge damage).

c. Exclusive Remedy for Damaged Equipment

The above coverage applies to the original purchaser only and is your exclusive remedy under this limited warranty, whether based in contract, tort, product liability, negligence, by statute or otherwise.

EFI reserves the right to audit equipment damage, the occurrence site, and/or the cost of repairs and may request a notarized proof of loss. EFI requires you to preserve all damaged equipment and the EFI product for its examination, if necessary. This limited warranty does not cover damage associated with sustained overvoltages, vandalism, theft, normal wear and tear, obsolescence, abuse, failure to ground, electrical system defects, nonauthorized modification or alteration, or catastrophic events. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

III. Disclaimer of All Other Warranties

To the fullest extent permitted by law, and except for the express warranty set forth above or any warranties implied by law, efi makes no express or implied warranties. To the fullest extent permitted by law, efi disclaims all implied warranties, including all warranties of merchantability and/or fitness for a particular purpose. The foregoing disclaimer may not apply to you depending upon the EFI product you purchase, the application and use of your EFI product or your status as a consumer.

IV. Limitation of Liability

EFI expressly disclaims any and all liability to utility customer for any consequential or incidental damages, damages for loss of use, loss of profits, income or revenue, loss of time or inconvenience, loss or damage to associated, non-connected equipment, loss of data or records, damages to tangible or intangible property, other than the equipment covered by this warranty, cost of substituted or replacement equipment other than as expressly warranted, damages associated with overvoltages, vandalism, theft, normal wear and tear, obsolescence, abuse, misuse, non-authorized modification, alteration or catastrophic events, or any other incidental, consequential or special damage arising out of the use of the products provided by EFI. EFI shall not be liable for punitive, indirect, special, incidental or consequential damages arising out of this agreement or otherwise with respect to the sale of the EFI products, including any lost revenue or profits, consequential and/or incidental damages, business interruption or damage to business reputation, regardless of the theory upon which any claim may be based, including any statutory, tort contract or insurance subrogation causes of action or claims. In no event will EFI's entire liability to utility customer, including any liability in the event the exclusive remedy set forth in this agreement fails of its essential purpose, exceed the amount set forth in the above limitation of warranty.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the preceding limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

V. Warranty Claim Procedure

If your HG-SSD has defects or sustains damage covered by this warranty, call The United Illuminating Company Customer Service. Warning: Do not attempt to remove meter-base devices yourself; they must be serviced by the utility. Failure to follow this caution could result in serious injury or loss of life.

If any plug-in SSD has defects or sustains damage covered by this warranty, call EFI Customer Assistance at 800-877-1174.

To file a claim for power surge damage to connected appliances and electronic equipment:

1. Call EFI Customer Assistance at 800-877-1174 within 30 days of date of damage to obtain a warranty repair number and claim package.
2. If the claim may be related to the meter-base HG-SSD, call The United Illuminating Company Customer Service. Warning: Do not attempt to remove or service meter-base devices yourself, they must be serviced by the utility. Failure to follow this warning could result in serious injury or loss of life.
3. Send the damaged device(s), freight paid, along with the completed claim form to EFI Electronics Corporation for testing and confirmation of damage.

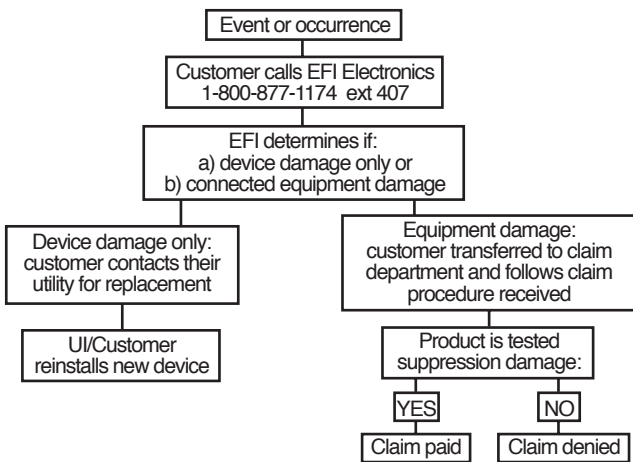
CLAIMS: HOW TO PROCESS A CLAIM

Claims Procedure for Damage to Suppression Products.

If any of the EFI suppression products have defects or sustain damage call Customer Assistance at 800-877-1174.

Claims Procedure for Damage to Connected Equipment.

1. Call Customer Assistance at 800-877-1174 within 30 days of date of loss to obtain a warranty repair number and claim package.
2. If the claim is related to a service entrance arrestor the customer must call UI to have the product removed. Customer should not attempt to remove hard wired or meter base devices themselves.
3. If the claim is related to a plug-in device the customer should remove the device.
4. Send the damaged EFI device(s), freight prepaid, along with the completed claim form to EFI Electronics for testing and confirmation of damage. If connected equipment sustains damage, also include an estimate of the cost to repair from an authorized service center.
5. After EFI confirms device damage, have damaged connected equipment repaired at an authorized center.



INSTALLATION AND OPERATING INSTRUCTIONS

PLUG-IN COMPONENTS INSTALLATION

Properly connect to a power source - Check Your Outlet!

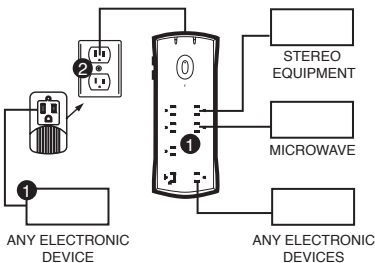
Three-prong to two-prong adapters must not be used. Prior to installing any plug-in surge protector it is recommended that customers check for proper connection of the outlet receptacle. This can easily be accomplished by using the outlet tester provided in the Kit. If an outlet is not properly wired, properly grounded, or if it is an older two-blade receptacle the circuit tester's diagnostic lights will indicate "NO GROUND". This condition must be corrected, preferably by an electrician, for safety reasons as well as for the surge protectors to function properly.



Verify Your Electrical Outlets are Properly Wired

1. Plug the circuit tester into each outlet where you will use the Surge Protection Device (SPD).
2. Match the combination of lights displayed on the circuit tester with the corresponding group on its legend.
3. Contact a licensed electrician if any condition other than CORRECT is displayed.

Connecting Your Electronic Devices to the Surge Protection Device (SPD)

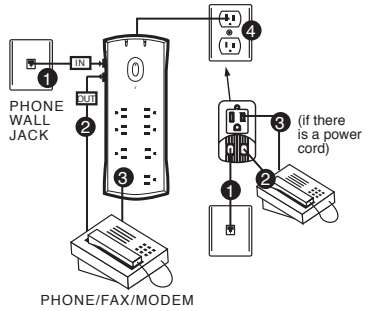


1. Plug any electronic equipment that you want to protect into the SPD (i.e. stereo, CD player, microwave, etc.).
2. With the SPD power switch in the OFF position, plug the SPD into the wall outlet, then turn the power switch ON.

Connecting Your Telephone/Fax/Modem to the Surge Protection Device (SPD)

Instead of connecting a phone, fax machine or modem directly into the wall jack, the phone cord must pass through the SPD:

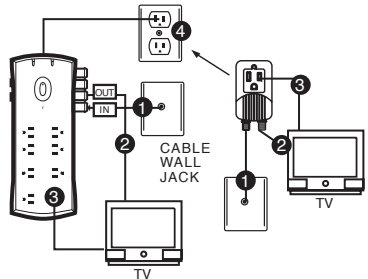
1. Connect a phone cord (supplied in the kit) from the wall outlet to the “IN” jack on the SPD.
2. Connect the phone cord of telephone or device that you want to protect into the “OUT” jack on the SPD.
3. Plug the phone, fax machine or modem’s power cord into the SPD receptacles.
4. With the SPD power switch in the OFF position, plug the SPD into the wall outlet, then turn the power switch ON.



Connecting Your Cable TV and/or TV Antenna to the Surge Protection Device (SPD)

Instead of connecting a TV, VCR, or Cable Box directly into the wall jack, the cable must pass through the SPD:

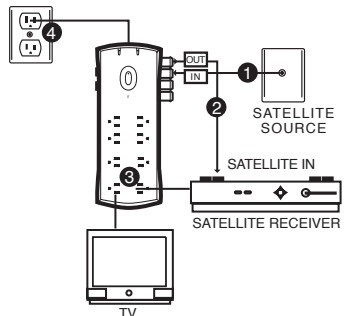
1. Connect the TV cable (supplied in the kit) from the wall outlet to the “CATV/ANT IN” jack on the SPD.
2. Connect the cable from the TV, VCR or Cable Box to the “CATV/ANT OUT” jack on the SPD.
3. Plug the TV, VCR or Cable Box’s power cords into the SPD receptacles.
4. With the SPD power switch in the OFF position, plug the SPD into the wall outlet, then turn the power switch ON.



Connecting Your DSS Satellite and/or TV Antenna to the Surge Protection Device (SPD)

Instead of connecting the DSS cable directly into the wall jack, the cable must pass through the SPD:

1. Connect the TV cable (supplied in the kit) from the wall outlet to the “SATELLITE IN” jack on the SPD.
2. Connect the cable on the DSS Satellite “IN” jack to the “SATELLITE OUT” jack on the SPD.
3. Plug the TV, VCR, and DSS’ power cords into the SPD receptacles.
4. With the SPD power switch in the OFF position, plug the SPD into the wall outlet, then turn the power switch ON.



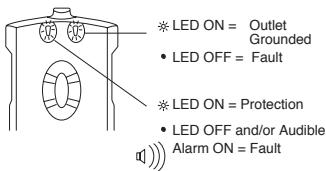
SURGE PROTECTION DEVICE (SPD) OPERATING INSTRUCTIONS

8 Outlet Surge Protection Devices

The 8 outlet corded SPDs are equipped with an off / off switch. Pressing the switch towards “off” will shut the SPD off as well as any electrical devices that are plugged into the SPD.

To return power to the SPD, press the switch towards “reset”. This will turn the SPD on, as well as any device that is plugged into the SPD.

With the SPD plugged into a wall electrical outlet and the unit turned on, check the lights to verify that your connected electrical equipment is being protected.



※ LED ON = Outlet Grounded
• LED OFF = Fault

※ LED ON = Protection
• LED OFF and/or Audible Alarm ON = Fault

Both LED lights ON = The SPD is working properly.

“Outlet Grounded” LED light OFF = The home electrical wiring is not grounded correctly. Contact a licensed electrician.

“Protecting” LED light OFF and/or audible alarm ON = The SPD has been damaged. Contact EFI Electronics at 1-800-877-1174 for a replacement.

Single Outlet Surge Protection Devices

The single outlet SPD’s are not equipped with a switch. Plug the SPD directly into the wall electrical outlet and check the light to verify that your connected electrical equipment is being protected.

LED light on = The SPD is working properly.

LED light off = The surge protector has been damaged. Contact EFI Electronics at 1800-877-1174 for a replacement.

HOMEGUARD® Meter Surge Protection Device

The HOMEGUARD SPD is installed by the utility company. If at any time the diagnostic light on the SPD is not on, or the audible alarm is sounding, contact your utility company. The SPD has been damaged.

There are no serviceable parts in any of the SPDs. Electrical equipment should be serviced only by qualified personnel.

If you need additional assistance with installing or operating the SPD’s, contact EFI Technical Assistance at 1-800-877-1174.

FAQ'S: FREQUENTLY ASKED QUESTIONS

Why do I need special protection for my home now? I never needed it before.

Electronics are becoming increasingly sophisticated and utilize technology that was not even conceived of just five years ago. Items including televisions, modems, microwaves, home computers, VCRs, and telephone systems are damaged by even small voltage changes. Part of the danger is that the damage from small surges can add up over time and may eventually shorten the life of you equipment or destroy it. If you invest in state-of-the-art equipment, you should install quality devices to protect them.

Don't fuses and circuit breakers protect against these surges?

No. Over-current protection devices such as fuses and circuit breakers (whether thermal or magnetic) respond to heat or currents caused by down-line faults. Over-current protection devices are too slow to react to transient surges because they are designed to protect against long-term over-voltages and faults. If they reacted to every transient disturbance, we would be replacing fuses and resetting circuit breakers all day long.

Is it just my computer that needs protection?

No. Any microprocessor device is vulnerable to damage or disruption and should be protected. You will also want to be sure to protect all telephone lines, cable lines, and antenna lines.

How do I protect all these devices?

Any product that plugs into a wall outlet can easily be protected with a protected plug strip or wall-mount suppressor. Larger devices such as your major motor driven appliances or any direct-wired equipment can be protected by installation of a surge arrestor at the service point entry. This may sound complicated and costly, but it is actually quite simple and surprisingly inexpensive in consideration of the amount of protection provided. This is also an excellent way of improving the overall protection of the point-of-use protectors. By eliminating the bulk of the surge at the service entry, the suppressor at the outlet is able to do a better job and eliminate more of the disturbance.

Does the meter-based arrestor protect the garage door opener?

No. Garage door openers require a point-of-use protection (single cube) to protect the sensitive electronics.

How do I know the surge suppression products are still working?

The service entrance device and 8 outlet plug strips have green indicator lights and an audible alarm, which will give a beeping sound when it has been damaged. If the alarm is beeping or the light on the suppressor goes out, call UI to have the product replaced. Each of your wall mount surge suppression devices are equipped with a red indicator light, which will be lit when the device is operational. If the light on the suppressor goes out, please contact UI.

The GFCI keeps on tripping. What should I do?

If a GFCI repeatedly trips, it is an indication that voltage is being detected on the neutral line, which represents a potential fire hazard. This condition should be checked immediately by a licensed electrician. Never plug a freezer or refrigerator into a GFCI outlet. If and when the GFCI is tripped, the flow of electricity is stopped, and the GFCI must be manually reset to restart the refrigerator or freezer.

How do I know if the telephone or cable portion is damaged? How do I get it replaced?

If the telephone or cable portion of the device fails, the telephone line or cable service is interrupted and appears to be “dead.” Normally the service can be established by connecting the phone or cable line directly into the wall jack. After connecting the line into the wall jack and the phone or cable line work, your surge suppression sacrificed itself and you need to contact the manufacturer for product replacement. If the connected equipment is not reestablished during this process, file a claim.

If I move to another location in your service area, can I take the HomeGuard equipment with me?

Yes. You must notify our office of your move so that we can schedule a move of your service entrance device or the installation of a new one at your new home at no charge. Your point-of-use products should be moved with you. Please note that if you move outside of our service area, we are unable to re-install your service entrance device.

How do I get extra plug strip products?

Additional products are available through EFI Electronics, Inc. Simply call 1-800-877-1174 for more information and prices.



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