

Technology Research Corporation (TRC)

Basic Installation Instructions for TRC Surge Protectors

Power Connections: Your TRC surge protector should be plugged into a grounded outlet only. All connected equipment should be plugged directly into your TRC surge protector. Using any extension cord in conjunction with a TRC surge protector will void all TRC components and protected equipment warranties. Complete surge protection is provided when all wires leading to the equipment, including telephone and coaxial cables, pass through the TRC surge protector.

Indicator Lights: The "Protection Indicator Light" should be illuminated when the power switch is turned on. If this light goes out at any time it means that your surge protector has sacrificed (depleted) itself to protect your equipment and should be replaced immediately. If the light is off, the protected equipment warranty is no longer valid, even if the surge protector is left in use. Some units also have a "Ground" indicator light to show you that the wall outlet is wired properly. Connecting a TRC surge protector to an improperly wired outlet will void all warranties.

Fire Shield®: Many TRC surge protectors are provided with Fire Shield power supply cords. Fire Shield provides cord fire prevention. In the event of serious cord damage, power will be disconnected by the electronics within the plug case. A test and a reset button are provided on the plug case. The unit should be tested on a monthly basis. In the event the unit has tripped or will not reset after the test button is pressed, the following procedure should be followed:

1. Disconnect all devices from the surge protector.
2. Press reset button. If unit does not reset, it has been damaged and should be replaced.
3. If the unit does reset, plug in the attached devices one by one. Power up each device and leave on as the next device is added. If the circuit breaker on the TRC surge protector trips, you have exceeded the total current rating for the surge protector and you must remove at least the last load added or re-configure removing other loads such that the total current on the surge protector is not exceeded.
4. If the unit resets and does not trip after all the loads are connected, the fault has cleared and operation may continue. Always check the Surge Active light to make sure protection is being provided.

Phone/Fax/Modem Connections: Some TRC models come with Solid State Phone/Fax/Modem surge protection. Instead of running a connection directly from your Phone/Fax/Modem to the wall jack, you must pass the connection through the protected jacks on your TRC surge protector. Connect your Phone/Fax/Modem line from your wall outlet to the "Input" jack on the surge protector. Connect one end of the phone cord provided into the "Output" jack on the surge protector, and the other end of the phone cord to the device you want to protect. If you fail to connect the Phone/Fax/Modem through the surge protector, your connected equipment will not be covered by the Connected Equipment Warranty.

Coax Cable Connections: Some TRC models come with Coax Cable surge protection. You must pass the connection through the protected connectors on the surge protector. Connect your incoming Cable/Antenna line to the "Input" connector on the surge protector. Connect one end of the coax cable provided into the "Output" connector on the surge protector, and connect the other end of the Coax Cable to the "Input" connector of the device you want to protect. If you fail to connect the Coax Cable through the surge strip, your connected equipment will not be covered by the Connected Equipment Warranty. **CAUTION:** The coaxial feature of this product could be rendered inoperable if improperly installed.

CAUTION: Risk of electric shock. Do not plug into another relocatable power tap. Do not install this device if there is not at least 10 meters (30 ft.) or more of wire between the electrical outlet and the electrical service panel.

Technology Research Corporation (TRC) Warranty Information

Warranties

Notwithstanding anything contained in this warranty, TRC's liability should be limited to losses, which are otherwise covered by this warranty, that are not covered by purchaser's homeowners insurance or renters insurance. Purchaser agrees to first seek coverage by any such policy, and shall not seek duplicate coverage from TRC. Purchaser seeking coverage under this warranty agrees to provide TRC with insurance information.

Please read completely, and contact our customer service department at (727) 535-0572 or e-mail us at: productinfo@trci.net should you have any questions.

Limited Product Guarantee

TRC warrants that this product shall be free of defects in materials and workmanship under normal use for a period of one year from date of purchase not to exceed two years from date of manufacture. The warranty extends only to the original purchaser and is non-transferable. During the warranty period, TRC will, at no additional charge, repair or replace defective parts or, at the option of TRC, replace the entire unit. This warranty does not extend to any TRC product that has been damaged or rendered defective (a) as a result of accident, misuse, or abuse; (b) by the use of parts not manufactured or sold by TRC; or (c) by modification of product.

Surge Protection Feature

TRC surge protectors are designed to sacrifice themselves in order to save equipment connected to it. If your surge protector is not allowing current to pass and/or the protection working LED indicator is off, then your surge protector has performed its duty, protecting your equipment, and you need to purchase a new unit to replace the expired unit.

Connected Equipment Warranty

Note that some basic models do not include a connected equipment warranty. Please refer to the product packaging to verify connected equipment warranty.

TRC will repair or replace, at its option, any equipment which is damaged by transient voltage surge or spike (an "Occurrence"), while properly connected (see installation instructions) through a TRC surge protector to a properly wired AC power line with protective ground and telephone/coax lines properly connected. The surge protector itself is expected to be damaged, thus performing its duty, and you must purchase a new unit to replace the damaged unit. Therefore, the obligation of TRC to pay or reimburse you for the cost to repair or replace electronic equipment is limited to connected electronic equipment only. No surge protector will protect against a direct lightning strike thus voiding all warranties.

Once TRC determines that you are entitled to compensation, TRC will, at its option, pay you the present fair market value of the damaged equipment; or pay for the cost of the repair, up to the maximum amount set forth for your surge protector model; or send you equivalent replacement equipment. The maximum amount of the warranty for your surge protector is shown on the product package.

The fair market value of the equipment shall be the current value of the equipment specified in the most recent edition of the Orion Blue Book by Orion Research Corporation, Roger Rohrs Publisher or a valuation as determined by TRC at TRC's discretion.

TRC reserves the right to review the damaged TRC surge protector, the damaged equipment, and the site where the damage occurred. TRC shall not repair or replace any equipment that has been discarded before TRC has had the opportunity to examine it. All costs of shipping the surge protector and the

WARRANTY REGISTRATION FORM

Although it is not required, we ask that you take a moment to complete and return this Warranty Registration Card. Providing us with this information will help insure that your system is properly connected and that your warranty coverage will apply to your equipment.

Name (Last) (First) (Middle)

Street Address City/State/Zip Telephone Number

Surge Protector Model No. Date Purchased Fax Number

Where Purchased Type of Equipment Protected Value of Equipment Protected

Please list all equipment plugged directly into the Fire Shield Surge Protector

Please list any other equipment connected to the equipment plugged into the Fire Shield Surge Protector

Is this other equipment protected? If so, with what type of product?

Thank you for purchasing our Surge Protector. Please let us know if you have any questions or comments.

damaged equipment to TRC shall be borne solely by the purchaser. (TRC will bear the cost of shipping equipment from TRC to purchaser). Any repair or modification of the connected equipment or surge protector by a facility or entity not authorized by TRC voids this warranty. If TRC determines, in its sole discretion, that it is impractical to ship the damaged equipment, TRC may designate, in its sole discretion, an equipment repair facility to inspect and estimate the cost to repair such equipment. The cost, if any, of shipping the equipment to and from such repair facility and of such estimate shall be borne solely by the purchaser. Damaged equipment must remain available for inspection until the claim is finalized. Whenever claims are settled, TRC reserves the right to be subrogated under any existing insurance policies the claimant may have.

In lifetime connected equipment warranties, "lifetime" is defined as the time until an event occurs (transient voltage surge or spike) that causes damage to connected equipment to a maximum life of 5 years from date of purchase. The surge protector will then have performed its duty, and a new surge protector must be purchased.

Standard surge protectors are designed to eliminate disrupting effects of momentary (less than 1 ns) voltage spikes or impulses from lightning or other power transients. If it can be shown that a voltage spike lasting longer than 1 ns has occurred, the Occurrence will be deemed outside the rated capabilities of the surge protector and the warranty is void.

Standard surge protectors are not designed to protect against sustained low voltage situations. Sustained low voltage situations can cause damage to some connected equipment. If you are in an area prone to sustained low voltage situations, you should purchase an Uninterrupted Power Supply (UPS) with surge protection.

Satellite dishes and receivers are not covered by this warranty.

Nullification of Warranty

The occurrence of any of the following nullifies and voids this warranty:

1. If the surge protector or connected equipment in use during the occurrence is not provided to TRC for inspection upon TRC request.
2. If TRC determines that the surge protector has been improperly installed (see installation instructions) altered in any way, or tampered with.
3. If TRC determines that the damage did not result from the Occurrence or that no Occurrence in fact took place.
4. If the repair or replacement of the damaged equipment is covered under the manufacturer's warranty, or purchaser's homeowner's insurance or renter's insurance.
5. If TRC determines that the connected equipment was not used under normal operating conditions or in accordance with any labels or instructions.
6. If the surge protector was not plugged directly into the power source and/or was "daisy-chained" together in serial fashion with other power strips, UPS, grounding adaptors, other surge protectors, or extension cords.
7. If TRC determines that the damage to connected equipment was caused by sustained low voltage.
8. Only one claim per household.

If the purchaser collects damages on connected equipment, a new surge protector must be purchased for subsequent protection.

The TRC Connected Equipment Warranty only protects against damage to properly connected equipment where TRC has determined, in its sole discretion, that the Surge Protector did not function properly because it had defects in assembly, materials, or workmanship, causing it to operate outside design specifications, and the surge protector shows clear signs of damage, and the damage resulted from the Occurrence. The Connected Equipment Warranty does not protect against acts of God, such as direct lightning strikes, flood, or earthquake. It also does not protect against war, vandalism, theft, normal-use wear and tear, erosion, depletion, obsolescence, abuse, damage due to low voltage disturbances (i.e. brownouts, sags, or power outages), non-authorized program or system equipment modification or alteration.

Sole Warranty

This warranty contains the sole warranty of TRC, there are no other warranties, expressed or, except as required by law, implied, including implied warranty or condition of quality, merchantability or fitness for a particular purpose, and such implied warranties, if any, are limited in duration to the term of this warranty. Some states do not allow limitations on how long an implied warranty lasts.

In no event shall Technology Research Corporation be liable for direct, indirect, incidental, special, consequential or multiple damages arising out of the use of the product or damage to the connected equipment, regardless of the legal theory on which such claim is based; even if advised of the possibility of such damage. The excluded damages include, but are not limited to, loss of profits, loss of savings or revenue, loss of life, loss of use of the product or the connected equipment or any associated equipment, loss of software, cost of capital, cost of any subsequent equipment, facilities or services, downtime, the claims of third parties, including customers, and damage to property. Some states do not allow exclusion or limitations of incidental or consequential damages. This warranty is valid in U.S. and Canada only.

To file a claim against the TRC Connected Equipment Warranty, you must follow these Claim Procedures:

Call the TRC customer service department at (800) 780-4324.

Give a full description of the problem.

Obtain a Return Authorization number (RA#). No returned product will be accepted without this authorization.

Pack the surge protector in a secure box so no further damage occurs. Clearly write the RA# on the outside of the box.

Enclose a written description of the problem. Specify your name, address, daytime phone number, RA#, and enclose a copy of your sales receipt.

If TRC determines that the product is covered under the Limited Product Guarantee, we will either repair or replace the product at no charge.

If TRC determines that you are covered under the Connected Equipment Warranty; and the damage to the equipment was caused by the product covered under this warranty, we will either authorize you to have the equipment repaired, or TRC will reimburse you for the fair market value of the damaged equipment.

PLEASE CUT OFF WARRANTY, PUT IN STAMPED ENVELOPE & MAIL TO:

Technology Research Corporation
5250 140th Avenue North
Clearwater, Florida 33760