

SHIELD&CONNECT WARRANTY INFORMATION & CLAIM PROCEDURES

Shield&Connect Basic Meter-Based Surge Arrestor



Your subscription to Shield&Connect Basic from The United Illuminating Company (“UI”) includes a warranty for your benefit provided by Meter-Treater, Inc.:

- 15 Year Product Replacement on Service Entrance Devices
- Standard Residential coverage on “White Appliances” – up to \$5,000 per appliance, \$500,000 lifetime

To file a claim for damage to “White Appliances” covered by the **Meter-based Shield&Connect Surge Suppression Device:**

1) Call Meter-Treater, Inc. at 1-800-342-6890 within 7 days of date of damage to obtain a Warranty Documentation Form.

2) If the claim is related to the meter-based arrestor, call The United Illuminating Company Customer Service at 800-722-5584 and request to have the meter-based arrestor serviced. **Warning: Do not attempt to remove or service the meter-based device yourself; this must be serviced by the utility. Failure to follow this warning could result in serious injury or loss of life.** If the arrestor is damaged (green LED is off and audible alarm ringing) the arrestor will be replaced and the damaged product will be left with the customer.

3) Send the damaged device, freight paid, along with the Warranty Documentation Form to Meter-Treater, Inc. Also attach a detailed description of the nature and extent of the repairs done and all consequential damage that occurred. If the repair has not been done at the time the Warranty Documentation Form is submitted, you must send an estimate of the needed repairs with the Warranty Documentation Form.

Shield&Connect Ultimate & Premium Meter-Based Surge Protection & Generator Connection Device



Your subscription to Shield&Connect Premium or Shield&Connect Ultimate from The United Illuminating Company (“UI”) includes a warranty for your benefit provided by Global Power Products, Inc.:

- 7 Year Product Replacement on Service Entrance Device’s Generator Connection
- 15 Year Product Repair or Replacement on Service Entrance Device Damaged by a Power Surge
- Lifetime “White Appliances” Coverage – up to \$1,000 per appliance, \$10,000 per residence

To file a claim for damage to “White Appliances” covered by the **Meter-based Shield&Connect Surge Suppression Device:**

1) Call Global Power Products, Inc. Warranty Assistance at 1-800-886-3837 within 7 days of date of damage to obtain a Return Authorization.

2) If the claim is related to the meter-based device, call The United Illuminating Company Customer Service at 800-722-5584 and request to have the meter-based device serviced. **Warning: Do not attempt to remove or service the meter-based device yourself; this must be serviced by the utility. Failure to follow this warning could result in serious injury or loss of life.** If the arrestor is damaged (audible alarm ringing) the arrestor will be replaced and the damaged product will be left with the customer.

3) Send the damaged device and the connection cord, freight paid, along with the Return Authorization Form to Global Power Products, Inc. within 30 days. If damage occurred, attach a detailed description of the nature and extent of the repairs done or an estimate of needed repairs if not yet completed. You must also contact your homeowners insurance to file a damage claim. Claims with Global Power Products, Inc., the product manufacturer, are only reimbursed as secondary coverage after homeowners claims are resolved.

Shield&Connect Ultimate & Basic Plug-in Surge Suppressors



Your subscription to Shield&Connect Ultimate or Shield&Connect Basic from The United Illuminating Company (“UI”) includes a warranty for your benefit provided by Tripp Lite. Warranty information is included by Tripp Lite in each individually-boxed surge suppressor in your kit.

- TLP810NET - Eight AC Outlets w/ Cable, Telephone and Ethernet Protection \$250,000
- HTSWIVEL6 - Six AC Outlets w/ Cable and Telephone Protection \$50,000
- TRAVELCUBE - Single AC Outlet with Telephone Protection \$10,000
- TLP4BK - Four AC Outlets \$10,000

To file a claim for damage to **Plug-in Surge Suppression Devices** or connected electronic equipment:

1) If any **plug-in** Surge Suppression Device has defects or sustains damage covered by this warranty, either call Tripp Lite Customer Assistance at (773) 869-1234 or go to <http://tripplite.com/EN/support/insurance-coverage-and-claims.cfm> within 30 days of date of damage to obtain a warranty repair number, claim package and/or a Return Merchandise Authorization (RMA).

2) Send the damaged device(s), freight paid, along with the completed claim form (this is the form you received from Tripp Lite) to Tripp Lite for testing and confirmation of damage.

UI MAKES NO WARRANTIES REGARDING ANY SHIELD&CONNECT PRODUCT OR SERVICE, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.