

# Questions & Answers

## Who is eligible for Shield&Connect Plans?

UI residential customers living in single family homes with 200 Amp electric service or less are eligible. Homes with electric service restrictions, damaged provisions, or solar power are not eligible. Mobile homes or homes without three-pronged grounded outlets are not eligible.

## Do the Shield&Connect Plans include the generator? No.

## What kind of generator can be connected to the Shield&Connect Ultimate and Premium devices?

Shield&Connect devices are designed to work with portable generators that are temporarily connected to a home and provide a maximum continuous power output of up to 8500 watts or 30 amps. For a full list of compatible generators visit [uinet.com/shieldandconnect](http://uinet.com/shieldandconnect).

## Can I power my whole house with a portable generator?

Probably not. During a power outage, Shield&Connect devices allow you to select the combination of loads you want to operate by simply switching breakers in the household circuit panel. You'll need to purchase a generator that is powerful enough to run the largest appliances and motors you need during a power outage.

## How does the surge protection warranty coverage work?

If any covered home appliances or electronics are damaged by a power surge due to the failure of any Shield&Connect surge protection device, you are reimbursed for repair or market value replacement up to the preset warranty limits.

## What appliances and electronics are covered by the surge protection warranties?

Most major appliances are covered, including ranges, refrigerators, dishwashers, washers, dryers and HVAC equipment. Home electronics that are plugged into our advanced plug-in surge suppressors are also covered.

## Can I order additional plug-in surge suppressors?

Yes, additional surge suppressors are available for purchase at [uinet.com/shieldandconnect](http://uinet.com/shieldandconnect).

Shield&Connect Plan Features and Pricing	Ultimate	Premium	Basic
Meter-based Automatic Transfer Switch Provides a connection to your portable generator, so you can run home appliances right from your breaker panel.	✓	✓	
Meter-based Surge Protection Diverts power surges safely away from your home, preventing damage to expensive appliances.	✓	✓	✓
Advanced Plug-in Surge Suppressors Protects phone and cable lines and keeps your home electronics safe in the event of an internal power surge.	✓		✓
Manufacturer's Warranty** Covers repair or replacement of appliances or electronics in the event they do sustain surge damage.	✓	✓	✓
<b>Monthly Rental Fee</b> Conveniently added to your UI account.	\$9.00	\$8.00	\$3.75



For more information, visit [uinet.com/shieldandconnect](http://uinet.com/shieldandconnect) or call 800.722.5584 today!

# Shield. Connect. Weather the Storm.

Surge protection and generator connection products, available only from UI



## SHIELD & CONNECT

Home Surge Protection & Generator Connection

FROM



# Mother Nature Isn't Predictable

UI is proud of our reputation for providing safe, reliable power to our customers. At times, severe weather and unforeseen events can cause power disturbances. Shield&Connect can help minimize inconvenience, save you money and protect your valuable equipment in the event of a power surge or power loss.

Our affordable Shield&Connect products offer behind-the-meter protection from damaging power surges while also providing the ability to connect your portable generator in the event of a power loss. You can run appliances in your home right from your breaker panel with no messy extension cords and no expensive electrical wiring.

With Shield&Connect, your home can be operational and protected 24 hours a day, 7 days a week, 365 days a year.



# Choose the Shield&Connect Plan That is Right For You

## Shield&Connect Ultimate\*

If you own a portable generator, Shield&Connect Ultimate offers protection for your home that includes:

- A behind-the-meter automatic transfer switch that provides a connection to your portable generator, allowing you to run appliances in your home right from your breaker panel. See photo A.
  - EASE OF USE: no more long extension cords to run to individual appliances.
  - SAFETY: the device automatically detects when a generator is operating and disconnects your home from the utility grid; eliminating the potential for dangerous backfeed that could harm you, your neighbors or utility workers.
  - SAVINGS: Paying an electrical contractor to wire your home for a generator could cost thousands of dollars. The Shield&Connect device is installed within 30 minutes by utility personnel and the low monthly rental fee means no up-front cash.
  - METER-BASED SURGE PROTECTION that diverts power surges safely away from your home, preventing damage to your appliances.
- Advanced plug-in surge suppressors that protect phone and cable lines and keep your home electronics safe in the event of an internal power surge. (See photo B)
- A Manufacturer's Warranty\*\* that covers the repair or replacement of your connected appliances and equipment in the event a device fails and damage does occur:
  - Up to \$10,000 for appliances that may be affected by an external power surge (maximum \$1,000 per appliance).
  - Combined coverage of over \$300,000 for repair or replacement of electronic equipment connected to plug-in surge suppressors.

## Shield&Connect Premium\*

Shield&Connect Premium includes the behind-the-meter automatic transfer switch with generator connection and meter-based surge protection (See photo A) but does not include in-home plug-in surge suppressors. The Manufacturer's Warranty\*\* provides up to \$10,000 for appliances that may be affected by an external power surge (maximum \$1,000 per appliance).

## Shield&Connect Basic\*\*\*

Don't have a portable generator but still want to protect your home electronic equipment from damaging power surges? No problem. Our behind-the-meter surge arrestor, only available from UI, comes with the advanced plug-in surge suppressors. See photos B & C. Manufacturer's Warranty\*\* coverage under this plan reimburses you for repair or market value replacement costs of damaged appliances up to \$500,000 (\$5,000 maximum per appliance) and over \$300,000 combined coverage for repair or replacement of electronic equipment connected to plug-in surge suppressors.

For more information, visit [uinet.com/shieldandconnect](http://uinet.com/shieldandconnect) or call 800.722.5584 today!

\* Shield&Connect Ultimate and Premium plans require that customers follow provided instructions and test their generator connection regularly and in advance of any predicted weather events to ensure that all equipment is properly functioning.

\*\* Product warranties are provided by manufacturers, GPP, Meter-Treater Inc. and TRIPP-Lite, and are subject to specified terms & conditions.

\*\*\* Shield&Connect Basic does not include the option to connect your portable generator.

Customers with solar or considering solar are not eligible for the Shield&Connect program.