

Warranty Information & Claim Procedures



⚡ Meter-Based Surge Arrestor

BASIC

Coverage

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

How to file a claim

- 1 **Request claim paperwork**
Call Meter-Treater, Inc. at **800.638.3788** within 7 days of damage to obtain your Warranty Documentation form.
- 2 **Request device service**
If the claim involves the arrestor, call UI Customer Service at **800.722.5584**.
- 3 **Submit the damaged device and form**
Include repair details or an estimate if repairs have not yet been completed.

⚠ 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.



⚡ Meter-Based Protection + Generator Connection

ULTIMATE & PREMIUM

Coverage

Your subscription to Shield & Connect Premium or Shield & Connect Ultimate from UI includes a warranty for your benefit provided by Global Power Products, Inc.:

- ✔ 7-year replacement on generator connection
- ✔ 15-year repair or replacement for surge damage
- ✔ White appliance coverage up to \$1,000 per appliance
- ✔ \$10,000 per residence

How to file a claim

- 1 **Request claim paperwork**
Call Global Power Products at **800.886.3837** within 7 days.
- 2 **Request device service**
Call UI Customer Service at **800.722.5584** if the claim involves the meter-based device.
- 3 **Submit the damaged device and form**
Send the damaged device, connection cord and Return Authorization within 30 days.

⚠ 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.



⚡ Ultimate & Basic Plug-In Surge Suppressors

ULTIMATE & BASIC

Coverage Amounts

Your subscription to Shield & Connect Ultimate or Shield & Connect Basic from 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.



- ✔ TLP88USBB: Tripp Lite 8-Outlet Surge Protector with 2 USB Ports (2.1A Shared), 8-ft. Cord, 1200 Joules, Black, \$25,000
- ✔ TRAVELER3USBC: Tripp Lite Protect It! 2-Outlet Travel-Size Surge Protector with USB-C and USB-A Ports, Black \$5,000
- ✔ TLP606USBB: Tripp Lite Protect It! 6-Outlet Surge Protector with 2 USB Ports (2.1A), 6-ft. Cord, 990 Joules, Black Housing \$20,000
- ⚠ Outlet Receptacle Tester: Ground Fault Receptacle Tester, 110-125V AC, Visual LED Tests (No Warranty)

How to file a claim

- 1 **Request claim paperwork**
Call Tripp Lite at **773.869.1234** within 7 days to obtain a repair number, claim package or RMA.
- 2 **Send back damaged device(s)**
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.