



Limited Product Warranty

Sycom warrants that the M2 Series SPDs are free from defects in material and workmanship for the lifetime of the products. The warranty period is from the date of purchase by the original owner, or customer of record at the installed premise. This is a limited warranty and is not intended to be an insurance policy.

This warranty becomes null and void upon the Sycom unit having been physically damaged from accidental or intentional misuse; repair or attempted repair by an unauthorized repairperson; or where the cause of damage is due to a sustained over-voltage. The Transient surge must have come through the M2 Series SPD and have caused damage to the Sycom unit for this warranty to apply.

Electro-Mechanical Connected Equipment Repair or Replacement Policy

Subject to the limitations set out herein, including the damage limits, Sycom shall at its sole option either pay the present fair market value or pay for the cost of the repair up to the maximum amount set forth below of warranted items any standard residential pump or motor, which has sustained damage from transient surges while properly connected to a circuit on the load side of an M2 product. Damage from direct, catastrophic lightning hits are not covered under this warranty.

The connected equipment policy strictly applies to standard residential pump or motor inside or attached to the home.

Any claim for damages under this repair or replacement policy shall be limited to \$5,000.00 per occurrence. Sycom shall not be liable for any incidental, consequential, or special damages or any economic loss.

The following warranty terms apply:

1. Standard residential pumps and motors shall be limited to: Pool/spa pumps and motors, well pumps, sump pumps and automatic garage door openers, automatic gates and elevators/lifts which are properly installed by licensed and qualified technicians.
2. The M2 device must be rated for the same voltage configuration as the connected equipment. (e.g. a 120V pool pump must be protected by an SYC-120-M2 and a 240V spa motor must be protected by an SYC-120/240-M2).
3. Submersible well pumps will only be covered when; transients go through the electrical feed at the wellhead connection. The well pumps will not be covered if transients are ground induced. The surge protective device must be installed at the wellhead connection.
4. A licensed electrician, technician, or utility company representative must have properly connected the Sycom product and the connected equipment to properly wired and grounded outlets/power supplied (including compliance with electrical and safety codes of the most current National Electrical Code ANSI/NFPA 70), without the use of any extraneous adaptors, extension cords or other connectors.
5. Medical, Life Support and Security equipment is expressly excluded.
6. Service charges, installation fees and diagnostic fees are not covered under this warranty.
7. The Sycom unit must have been installed according to Sycom's instructions.
8. The damage claim must be made within 15 days of the occurrence and the Sycom unit must be returned to Sycom for testing within 30 days of the occurrence.
9. The Sycom unit must be deemed to have failed by Sycom technicians based on Sycom's factory test procedures.
10. The claimant must complete Sycom's Connected Equipment Warranty Claim Form including applicable documentation (e.g. receipts or estimates).
11. Where the damaged equipment is covered under manufacturer's warranty or any applicable extended warranties, the Sycom warranty is void.
12. All returned product must have a return authorization number (RMA) assigned by Sycom.

Claim Procedure

The manufacturer of the product provides a toll free telephone number for filing a claim. **Call 1-800-622-9904** to obtain instructions and claim forms. Please leave your name, address and a telephone number where you can be reached by a factory representative.

This is the sole connected equipment warranty provided by the manufacturer. No other express or implied warranty is provided. The giving of, or failure to give, any advice or recommendations by the Manufacturers shall not constitute any liability. This warranty is in lieu of any and all warranties expressed, implied or statutory as of the merchantability, fitness for purpose sold, description, quality, productiveness or any other matter.

Warranty terms and conditions effective 04/01/2018. Subject to change without notice.

Sycom Surge Solutions

12929 44TH Street N

Clearwater, FL 33762

Toll Free: (800) 622-9904 Fax: (727) 556-0182