

DITEK

CONNECTED EQUIPMENT PROTECTION POLICY

This Connected Equipment Protection Policy is not a warranty. For information on warranty, refer to the DITEK 10 Year Product Warranty. Nothing in this equipment protection policy affects the terms and conditions of the product warranty.

EQUIPMENT PROTECTION POLICY:

DITEK's whole house protection kits carry connected equipment protection. This policy states that if a listed DITEK whole house protection kit should fail to protect your connected equipment from a transient voltage surge, DITEK will reimburse you for the fair market value, as determined by DITEK, or repair your equipment (DITEK's sole option), up to the dollar limits listed below, provided that all the conditions stated below are fully met. This Policy covers damage caused by voltage spikes and surges, which enter the connected equipment via surge-protected wires. It does not cover damage from continuous over-voltage such as occurs when the power company crosses lines, open neutrals, or direct lightning strikes.

QUALIFYING CONDITIONS FOR CONNECTED EQUIPMENT COVERAGE:

1. A DITEK surge protector(s) designed for the application must have protected all wires leading into the damaged equipment. The presence of a competitive brand of surge protector in the circuit will void coverage.
2. A transient voltage surge must have entered the damaged equipment via surge-protected wires.
3. The DITEK Product must be installed in accordance with DITEK's installation instructions. All installations must comply with the applicable electrical and safety codes set forth by the National Electrical Code (NEC) or Canadian Electrical (CE) Code and any local codes.
4. The DITEK surge protector must show signs of surge damage.
5. The connected equipment shall be UL or CSA listed and/or shall have all applicable and pertinent agency approvals and certifications.
6. Any claim under this Connected Equipment Protection Policy must be made within 10 days of the date of damage to the equipment.
7. The Connected Equipment Protection Policy covers only standard indoor equipment and only in the United States or Canada.

WHAT IS NOT COVERED UNDER THIS CONNECTED EQUIPMENT POLICY:

1. Damage to electronic equipment resulting from a transient voltage surge on unprotected wires or lines.
2. Restoration of lost data and/or reinstallation of software.
3. Damage caused by lack of grounding.
4. Damage caused by abuse, misuse, alteration or negligence.
5. Damage caused by accidents, fires or natural disaster such as wind, flood or direct lightning.
6. DITEK shall in no way be liable for any damages not specifically included in this policy, including, but not limited to, direct, indirect, incidental, consequential or multiple damages arising from the use of the Product or damage to the connected equipment, regardless of the legal theory on which the claim is based. DITEK shall not be held liable for losses due to loss of software, cost of substitute equipment, facilities or services, loss of profits, loss of revenue, or claims of third parties including customers and insurance companies.

MAKING A CLAIM UNDER THE CONNECTED EQUIPMENT PROTECTION POLICY:

1. If all the conditions of qualifying for coverage are satisfied, call the DITEK customer service department at 800-753-2345 to obtain a Claim Form and a Return Material Authorization (RMA) number for the return of the DITEK surge protector. DITEK will send you a Claim Form that must be filled out and returned within 10 days.
2. Mark the RMA number on the damaged DITEK Product with indelible ink, enclose the completed Claim Form and return to DITEK along with a copy of your sales receipt for the DITEK Product.
3. Mark the RMA number on the outside of the box.
4. Ship the package prepaid to:
Attn: RMA# _____
DITEK
1720 Starkey Road
Largo, FL 33771
5. DITEK will examine the returned Product to determine its condition and look for evidence of transient surge failure. A DITEK Product will be damaged by any surge that can damage down stream equipment. If there is evidence of surge damage to the DITEK Product, then DITEK will, at its option, send a call tag to pickup the damaged connected equipment for evaluation, or alternately, authorize you to have the equipment repaired or reimburse you for the fair market value as determined by DITEK, up to the dollar limits stated for that particular product. If there is no evidence of surge damage to the DITEK Product, then DITEK will reject your claim.
6. If you are authorized by DITEK to have the damaged equipment repaired, the repair must be performed at a service center authorized by the equipment's manufacturer. DITEK reserves the right to contact the service center directly to discuss damage and repair costs. DITEK may, at its discretion, issue payment to you in reimbursement for the fair market value of the connected equipment damaged. If you receive reimbursement for the fair market value, DITEK reserves the right to require you to transfer title and deliver the damaged equipment to DITEK.

LIMITS OF COVERAGE UNDER THE CONNECTED EQUIPMENT PROTECTION POLICY

DITEK PRODUCT MODEL	DOLLAR LIMIT	PERIOD
DTK-WH2PLUS	\$5,000	5 years
DTK-WH5PLUS, DTK-WH8PLUS	\$10,000	5 years

This Connected Equipment Protection Policy becomes effective on July 1, 2005 and supersedes and cancels all previous Connected Equipment Guarantees and Policies.