



Limited Product Warranty

Sycom warrants that the SYC-120/240-AC2 and SYC-120-AC2 Single Phase products 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 SYC-120/240-AC2 or SYC-120-AC2 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 HVAC/R (Heating, Ventilation, Air Conditioning or Refrigeration) appliance, which has sustained damage from transient surges while properly connected to a circuit on the load side of an AC2 product. Damage from direct, catastrophic lightning hits are not covered under this warranty.

The connected equipment policy strictly applies to standard residential HVAC/R appliances inside or attached to the home. Any claim for damages under this repair or replacement policy shall be limited to \$10,000.00 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 HVAC/R appliances shall be limited to: Air Condenser Units, Air Handlers, Furnaces, Boilers, Electrical Radiators and Heat Pumps which are properly installed by licensed and qualified technicians.
2. The AC2 device must be rated for the same voltage configuration as the connected equipment. (e.g. a 120V air handler must be protected by an SYC-120-AC2 and a 240V air condenser must be protected by an SYC-120/240-AC2).
3. Thermostats are not covered if mounted more than ten (10) feet from the appliance unless the applicable Sycom product protects the thermostat.
4. A licensed electrician, HVAC technician or utility representative must have properly connected the Sycom product and the connected equipment to properly wired and grounded 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, Security or Life Support 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 within 60 days of receiving it including applicable required documents such as 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 connected equipment 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 2/1/16. Subject to change without notice.

Sycom Surge Solutions

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