

## TESCO LIMITED PRODUCT WARRANTY FOR RESIDENTIAL CUSTOMERS

TESCO HEREIN PROVIDES A LIMITED PRODUCT WARRANTY ONLY. THIS IS NOT AN INSURANCE POLICY.

1. Limited Warranty and Warranty Period. Tesco warrants that each Tesco Surge Protector, when installed according to Tesco installation instructions/specifications and used for the purposes intended by Tesco, will be free from defects in its material and workmanship. This Limited Warranty will be in effect for ten years from the first date the surge protector is first installed for any customer who is also the person responsible for payment of the service. The First Installation Date of each System should be documented, but if not available will be determined by Tesco in its reasonable discretion.

2. Covered Warranty Claims. If a surge passes through a failed (by failure indicator) Tesco Surge Protector, Tesco will repair damage to or replace the following (except as stated in Paragraph 3 and 4 below):

- The Surge Protector.

#### Ten Year Product Replacement

Tesco will, at its option, repair or replace residential Meter Based Device or Hard Wired Device, Plug-strip or Wall-mount Surge Protection Device that is damaged by an electrical surge (including those caused by lightning).

- In-home household electronic equipment and electro-mechanical appliances that are properly connected to the surge protector. See attachment for covered equipment items.

#### Ten Year Connected Equipment

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|--------------|---|
| 1. \$50,000: | TES240MSA, TES240R, TES 42SE, TES 42SE-2, TES 46SE (Up to \$5,000 per item, but not to exceed an aggregate \$50,000 per failure.) |
| 2. \$25,000: | TES4PCT, TES 2PCT   |
| 3. \$10,000: | TES15NW, TES8C/8P, TES 30A  |
| 4. \$2,500:  | TES4PC, TES4PT, TES 4P  |
| 5. \$250:    | TES1PT, TES1PC, TES1P   |

- Personal home office equipment such as computers, fax machines, modems, copiers, printers, scanners, etc., that are used in a home office in the participating residential customer's primary living dwelling is covered under this warranty.

3. Warranty Claim Exclusions: Tesco is not responsible for any damage to the Surge Protector or any downline, in-home electronic equipment or mechanical appliances, if in Tesco's sole and reasonable discretion, the damage has been caused by any of the following:

- Power surges subverting the Protector and entering the building to which the Protector is affixed by other means of transmission; Installation of the Surge Protector contrary to Tesco installation instructions
- Misuse or abuse of the Protector; Alteration of the Protector or to the electrical, telephone, or cable system to which it is installed

- High-voltage line comes in contact with low-voltage lines going into a home. Including Transmission lines, distribution lines or utilization lines coming in contact with telephone lines, cable TV lines or the neutral going into a home.
  - "Sustained Over-voltages"
  - A damaged or lost system "Neutral".
  - Damage caused by Direct or Near Hit Lightning Strikes to the protected property that bypass the surge protection device; Earthquakes, natural disasters, Brownouts, Under-voltage, Power Outage and Acts of God, except lightning in the limited circumstances described.
  - Any event for which a state of emergency is announced by any governmental authority concerning the Customer's geographic region or jurisdiction.
4. Excluded Warranty Claim Items. This Limited Warranty does not cover any damage to or from any of the following:
- Real property and fixtures
  - Equipment or appliances in or associated with detached buildings or fixtures, including but not limited to detached garages and separately metered wells, irrigation pumps or swimming pool pumps.
  - Personal property, which in Tesco's reasonable discretion does not constitute ordinary in-home electronic equipment or mechanical appliances
  - In-home electronic equipment or mechanical appliances which in Tesco's reasonable discretion deems to be used primarily for commercial purposes or extraordinary home office/business purposes
  - Medical, health-care, and life-support equipment
  - Products, materials, data, or information used or stored on or in in-home electronic equipment or mechanical appliances.
5. Remedy for Breach of Limited Warranty. Customer's sole and exclusive remedy for this Limited Warranty will be to require Tesco to repair or replace the Protector, and if applicable to repair damage to downline, in-home electronic equipment and mechanical appliances, or replace with like kind, quality, and features. However, TESCO SHALL HAVE NO LIABILITY PURSUANT TO THIS LIMITED WARRANTY AND NO OBLIGATION TO REPAIR OR REPLACE ANY SYSTEM OR ANY EQUIPMENT OR APPLIANCE UNLESS ALL OF THE FOLLOWING CONDITIONS ARE SATISFIED:
- Upon installation of the System, Customer receives a complete copy of this warranty from the Utility
  - **Not more than thirty (30) days after Customer's discovery or suspicion of a failed/damaged surge protector Customer delivers to Utility or Tesco at the above address (by US mail, parcel service, phone call to the utility customer service or facsimile transmission) notice of such failure and any alleged damage covered by this Limited Warranty**
  - The Surge Protector was not altered and was at all times handled, installed, maintained, and used by Customer and/or Utility in accordance with this Limited Warranty, all written instructions, specifications, and warnings furnished by TESCO.
  - The customer may be required to deliver to Utility or Tesco a true, accurate, and reasonable written estimate by a qualified professional of the value and cost of repair (and description of the damage) for any downline, in-home electronic equipment or mechanical appliances allegedly damaged at the same time the Tesco surge protector failed. Tesco will determine in its reasonable discretion that there has been a failure of a Tesco Surge Protector resulting in a valid warranty claim. In the event that Tesco is liable for a warranty claim, the decision between whether to repair or to replace the Surge Protector and any covered downline, in-home electronic equipment and mechanical appliances shall be made by Tesco in its sole discretion.

**Items Covered by Connected Equipment Warranty with use of TESCO service entry device (TES 240MSA, TES 240R)**

|                            |                       |                          |                       |
|----------------------------|-----------------------|--------------------------|-----------------------|
| Washer                     | Dryer                 | Refrigerator             | Freezer               |
| Range/Stove                | Built-in microwave    | Dishwasher               | Portable dishwasher   |
| Trash compactor            | Sink disposal         | HVAC                     | HVAC air cleaner      |
| HVAC humidifiers           | Security systems      | Central vacuum           | Pool pumps            |
| Spa Pumps                  | Water well pumps      | Sump pumps               | Electric water heater |
| Water softener             | Garage door opener    | Ceiling fans             | Room air conditioner  |
| Electric hot water heating | Strip heating system* | All electronic devices** |                       |

\*Heating system only, no floor/ceiling removal and replacement cost included.

\*\*Electronic devices are covered by the service entry device. However, surges can come through other paths such as phone lines and cable/coax connections. These paths must be protected also by another TESCO telephone or coax surge device designed to protect the equipment.