

Terms and Conditions & Manufacturer's Warranty

Terms and Conditions

1. The meter-based transient voltage surge suppressor (TVSS) can only be installed, serviced, or removed by a designated Lee County Electric Cooperative, Inc. (LCEC) representative.
2. Your electric service will be interrupted for 5-10 minutes at the time of installation or removal.
3. If a member moves to another compatible location within LCEC's service territory the meter-based TVSS may be removed and reinstalled at the new location; a transfer fee will be charged. If the new location has a different size or type of electric meter socket, the meter-based TVSS may not be compatible for relocation.
4. All warranties provided are from the TVSS manufacturer; all warranty issues or claims shall be handled directly through them.
5. The member shall hold the utility harmless in connection with the operation, service, and installation of the meter-based TVSS.
6. In the event the protective effectiveness of the meter-based TVSS should be interrupted or fail for any reason, the utility's obligation shall be to: confirm the unit is within the manufacturer's warranty period; verify the unit is connected properly and that the indicator light is illuminated; remove the unit if still within manufacturer's warranty and send back to the manufacturer for applicable testing and covered warranty repairs or replacement; reinstall unit back into the member's meter socket upon receipt from the manufacturer.
7. The equipment provided will not protect against direct or indirect lightning strikes beyond the manufacturer's rated energy absorption level.

8. LCEC is not responsible for any damages from weather or lightning-related incidents.
9. Appliances and devices containing microprocessors such as televisions, microwaves, computers, modems, alarms, phones, stereos, faxes, copiers, printers, garage door openers, and other similar types of equipment are not fully protected by the meter-based TVSS alone. Sensitive electronic components need a secondary TVSS, such as a plug-in power strip or battery backup unit with built-in surge suppression which offers protection for any wires connected to a device, in order to attempt full surge suppression.

LCEC highly recommends a two-stage approach to protecting your home's sensitive electronics. **Stage 2 POINT-OF-**

USE: Utility-grade point-of-use products can be purchased through [SPIKESTOP.COM](https://spikestop.com) or by calling their Customer Service team at 1-877-787-4378.

Manufacturer's Warranty

Units sold prior to April 1, 2021:

The meter-based TVSS has a 10-year product replacement with a maximum of \$10,000 lifetime payout.

[Read the manufacturer's warranty.](#)

Units sold after April 1, 2021:

The meter-based TVSS has a 15-year product replacement with a maximum of \$50,000 lifetime payout.

[Read the manufacturer's warranty.](#)