

General Zap Cap

Frequently Asked Questions (FAQs)

Q: What is covered with Zap Cap protection?

A: Large electric appliances and equipment protected by the outside primary unit include:

- Central air conditioning
- Range/oven
- Water heater
- Refrigerator/freezer
- Dishwasher
- Pool pumps (less than 4 ft. from home)
- Washer/dryer

Sensitive electronics protected by the interior plug-in devices include:

- Microwave oven
- Entertainment equipment (TV, DVD, Blu-ray, gaming systems, etc.)
- Garage door opener
- Computer, modem, wifi router

Items NOT protected:

- Home alarm systems
- Sprinkler systems
- Medical or life-support equipment
- Electronic gates
- Landscape Lighting
- Spa/hot tub motors

Q: How will I be billed?

A: The charge for your Zap Cap service will be included on your electric bill each month. The installation fee and additional plug-ins will also be included on your electric bill.

Q: How long will it take to install?

A: The primary unit will be installed on or near your electric meter within 10-15 business days, weather permitting. No one needs to be home, but your meter must be accessible. Your power may be momentarily interrupted during the installation.

