

Welcome to Zap Cap Systems®



Zap Cap®
SYSTEMS



TECO
TAMPA ELECTRIC
AN EMERA COMPANY

**Thank you for choosing
to protect your home with
quality surge protection
from Tampa Electric.**

This packet includes essential information about the components of your surge protection system.

Please keep it for future reference or find it online at
TampaElectric.com/ProtectMyHome.

By participating in Zap Cap Systems, you'll receive the following benefits at no additional charge:

- An annual inspection of your equipment upon request
- Year-round, full-service maintenance on your equipment
- Replacement of all damaged surge protection equipment

Equipment

Tampa Electric's two-layer Zap Cap Systems[®] works to divert most of the surge energy at the main service line while providing additional protection from residual voltage inside your home.

The first layer of protection is a **primary unit** installed behind or near your electric meter, designed to absorb transient surges before they enter your home's wiring.

Please note: If you notice that the diagnostic light(s) (red LED) are not illuminated, please contact us at 1-877-787-4322 to report the problem. If needed, we will arrange for a replacement unit.

Sophisticated **plug-in protectors** are the second layer of protection, safeguarding your sensitive electronics. Additional plug-in protectors are available at TampaElectric.com/ZapCap.



Claim Instructions



Appliances and electronic equipment properly connected to Zap Cap Systems® are warranted by the manufacturers listed in this section. Please read these instructions carefully to help identify the type of equipment damaged (non-electronic appliances OR electronic equipment) and contact the appropriate surge protection manufacturer to begin your claims process.

Electric appliances connected to the primary, meter-based unit

If any **appliances** are damaged from a high-voltage surge, please contact the primary unit manufacturer to initiate a claim: Meter Treater Inc. (Primary Meter-based Unit) 1-800-638-3788.

Items covered by the primary unit:

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

* Please see included Meter Treater warranty for information on equipment coverage.

Equipment connected to plug-in protectors

If any **electronic equipment** directly connected to a plug-in protector(s) purchased from Tampa Electric Company has been damaged by a high-voltage surge, please locate the manufacturer name on the plug-in protector and call the appropriate manufacturer to initiate a claim. **Do not discard plug-in protectors. You will be asked to mail the plug-in protector to the manufacturer listed on the next page.**

CyberPower Plug-in Protectors 877-297-6937

Items covered if properly connected to plug-in protectors:

- Electronic entertainment equipment (TV, DVD, Blu-ray, gaming systems)
- Mobile devices and tablets
- Computer, fax machine and printer
- Microwave oven
- Garage door opener

If your plug-in protector is damaged

If only the plug-in protector is damaged, and there is **no damage** to the connected electronics, please mail the plug-in to the following address and a new protector will be sent to your home address.

Zap Cap Systems®

Tampa Electric Company

702 N. Franklin Street, Tampa, FL 33602

(Please include your name and address in the package)

Certain exclusions and restrictions apply. For more information, download a copy of the manufacturer's warranty at TampaElectric.com. The manufacturers' warranties are exclusive and in lieu of all other remedies, warranties, guaranties or liabilities. Tampa Electric Company makes no warranties, expressed or implied, and specifically disclaims any warranty of merchantability or fitness for a particular purpose. Tampa Electric Company shall not be liable for damage to any connected equipment or any other compensatory, special, incidental or consequential damages.

What Zap Cap Systems® covers

Computers*	Appliances**	Entertainment*
Laptop	Washer/Dryer	Audio Tuner and Receiver
Printers	Dishwasher	Digital Cameras
Monitors	Refrigerator and Freezer	Gaming System
Tablet	Oven	Television
Networking Devices	Range	DVD/DVR
Keyboard, Video and Mouse	Stove/Cooktop	Blu-ray Player
Netbook	Central Air Conditioning/Heating	
Storage Devices	Pool Pump (less than 4 ft. from home)	
Desktop		

* Items covered if properly connected to Tampa Electric plug-in protectors.

** Items covered by the primary unit. Please see attached warranties for information on equipment coverage.

Certain exclusions and restrictions apply.

The manufacturers' warranties are exclusive and in lieu of all other remedies, warranties, guaranties or liabilities.

Tampa Electric Company makes no warranties, expressed or implied, and specifically disclaims any warranty of merchantability or fitness for a particular purpose. Tampa Electric Company shall not be liable for damage to any connected equipment or any other compensatory, special, incidental or consequential damages.



A Fifteen Year Residential Extended Surge Suppressor Limited Warranty

[This is not an insurance program.]

A. What Does This Warranty Cover?

Meter-Treater, Inc. (MTI) warrants to its Customers that the hardware surge protection device (SPD) that MTI manufactures and sells will be free from defects in materials and workmanship. This extended limited warranty covers consequential damages to standard residential equipment, as defined herein, as a result of a transient voltage or surge voltage as defined by IEEE C62 Standards. Standard residential equipment is defined as 'white appliances' such as HVAC, clothes washers and dryers, refrigerators, dishwashers, electric ranges and other major home appliances. If an appliance is not listed above, then the general determination for warranty coverage is that the appliance must be a motor-driven load within the residence. MTI will make the final determination.

This warranty is transferable to the utility customer, however, adequate care and maintenance is required per **Section D**. Lack of proper care or maintenance may void this warranty. This warranty does not cover any SPD where MTI's nameplate or other identification has been deliberately tampered with or removed.

For those units shipped prior to January 1, 2013, the original published warranty terms remain.

B. How Long Does the Coverage Last?

This warranty is valid fifteen (15) years starting from the date of manufacture. If you have questions as to the date of the original shipment, please contact MTI. This warranty can not be purchased after the SPD is placed in service.

C. What Will Meter-Treater, Inc. Do?

If any SPD proves defective during the applicable warranty period, MTI will repair or replace the SPD. MTI's sole liability and the customer's sole remedy for failure of the SPD shall be limited to repair or replacement. If it is determined that a transient voltage/surge entered via the utility's power line and passed through the SPD causing consequential damage to standard residential equipment or residential appliances located inside a single family residence, then the proper warranty procedures as described in **Section E, "How To Get Service?"** should be followed. The SPD's light(s) must be extinguished with power applied and surge activity must be verified by MTI.

MTI's liability, per occurrence, will not exceed \$5,000 to any one (1) specific device or appliance with a maximum of \$500,000 over the life of this warranty. Upon evaluation, you will be notified of the status of your warranty assessment. If it is determined that you are entitled to compensation, you will be given either the fair market value of the damaged equipment immediately preceding the failure, reimbursed for reasonably incurred repairs, or paid the cost of reasonable estimated repairs, at the discretion of MTI, up to the cap set forth above. Determination of fair market value will be at MTI's sole discretion.

D. What Does This Warranty Not Cover?

The intent of this warranty is not to replace damaged equipment with new items.

This warranty shall not apply to any defect, failure, damage caused by improper use, or inadequate maintenance or care. MTI shall not be obligated to furnish service under this warranty (a) to repair damage resulting from connection to incompatible equipment; or (b) to service a SPD that has been modified, altered or integrated with other products when such modification, alteration, or integration increases the time or difficulty of servicing the SPD.

This warranty excludes all wells, well pumps and supplementary pump equipment. This warranty excludes bodily injury to persons, defects caused by or damages resulting from misuse of the SPD, operation of the SPD under conditions exceeding MTI's specifications, such as continuous steady over-voltages as a result of power delivery system damage or flaws, any structural or electrical system damage to the facility where the device is installed or

negligence in use of the SPD. Due to the unpredictable nature of power distribution faults, power outages, lightning, and continuous steady over-voltages as a result of power system delivery or faults, MTI will not be liable for any damage to products, structures, or wiring resulting from such causes.

Under no circumstances, will MTI guarantee performance for a lightning strike. This warranty excludes all stand-alone "electronic equipment" using microchip, microprocessor or transistor technology, such as but not limited to computers, televisions, DVD Players/Recorders and Security Systems.

Notwithstanding any other term of the warranty, in no event will medical or life support equipment be covered under this warranty.

MTI shall only be liable to pay those damages incurred which are covered under this Warranty and for which you have not recovered or do not intend to recover from a third party or insurance carrier. In no event shall you be entitled to a "double recovery".

Any and all possible subrogation claims which may be made by a homeowner's insurance company are hereby waived. Homeowner expressly acknowledges this provision and intends for its insurance company to be bound by this subrogation prohibition.

E. How To Get Service?

Product Warranty Procedure: In order to obtain service under this warranty, MTI must be given notice of the defect within seven (7) working days of discovery of the damaged SPD. MTI must be contacted to obtain a Return Merchandise Authorization (RMA) number. The SPD must be removed and returned to MTI with shipping prepaid. A letter explaining what damage was sustained and how the damage occurred should be included. MTI will pay for the shipping charges to return the SPD, after our inspection.

Consequential Residential Equipment Warranty Procedure: If you believe that you have consequential equipment damage, MTI must be given notice of connected equipment damaged within seven (7) working days of discovery of the damaged equipment. At that time, a warranty documentation form will be forwarded to you, which must be completed and filed within thirty (30) days of you notifying us of the claim. The warranty documentation form must be completed in its entirety and returned along with the failed SPD, according to the **Product Warranty Procedure** above. Further, a detailed description of the nature and extent of the repairs done and all consequential damage that occurred should be attached to the warranty documentation form. If the repair has not been done at the time the warranty documentation form is submitted, you must send an estimate of the needed repairs with the warranty documentation form. You agree to cooperate with MTI in the processing of your claim and provide any supplemental information requested by MTI within ten (10) business days of such request. Failure to provide the requested information within ten (10) business days will result in the claim being rejected. Thereafter, MTI shall have no further liability for the claim. The electric utility company, electrician, MTI or an authorized representative of MTI reserves the right to inspect the damaged equipment parts, as well as the installation location. Damaged parts must remain available for inspection until the warranty assessment is finalized.

The SPD's light(s) must be extinguished with power applied and surge activity must be verified by MTI. MTI shall be the sole judge of the SPD's failure.

F. How Does State Law Apply?

These are the sole warranties made by Meter-Treater, Inc. with respect to the residential use of the Meter-Based 400/500/575 Series, the meter-based CL320 series, the MAP Series, and the Hardwire RCHW Series. No other express or implied warranties are given. Also, other than provided for above, consequential and incidental damages are not recoverable under this warranty. This warranty gives you specific legal rights, and you may also have other rights, which vary, from state to state.

Meter-Treater, Inc.,
1349 S. Killian Drive, Lake Park FL 33403
1-800-342-6890 / Fax 1-561-848-2372

This warranty complies with the Magnusson-Moss Act.
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**Scan for more information, including
Frequently Asked Questions and
Manufacturer Warranties.**

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S Y S T E M S



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