"Lifetime Warranty"

"Lifetime Warranty" Information for Models:
EMS-PT30C
EMS-PT50C
SSP-30
SSP-50
EMS-HW50C
EMS-HW30C
EMS-LCHW-30
EMS-LCHW-50

PII offers a 100% *Lifetime Warranty* on materials and workmanship for your Electrical Management System (EMS) or Smart Surge Protector (SSP) products. Products must be properly installed according to PII's "Installation and Maintenance Procedures" (see below).

Our EMS and SSP protection products boast the best warranty and customer service in the industry and we offer free 7 days a week technical support for our customers. Customer *Lifetime Warranty* starts the moment you purchase our product and must correspond directly with PII to take advantage of the *Lifetime Warranty*. Please do not contact the "Seller" of the product, they are not responsible for and are not eligible for the *Lifetime Warranty* offered by PII. If an EMS or SSP product is damaged by "Unforeseeable Circumstances" (see below) we will repair and replace components, however, new parts or components will be supplied by PII at manufacturer's cost.

An estimate will be provided to customer prior to start of work or repairs on product. If we are unable to repair your product we will replace it with a reconditioned unit for a nominal fee or offer you a "preferred customer" discount on a brand new product. Models ending with a "B" suffix, pre-date our lifetime warranty and therefore are not covered, however, you are entitled to a special discount through our "preferred customer" program.

The non-transferable *Lifetime Warranty* protects the original owner and specifically covers the "internal" electronic and electrical componentry and not the "external" components such as plugs and receptacles, these areas are the owner's responsibility. The warranty does not extend to EMS or SSP protection products that have been damaged or made defective as a result of an accident, misuse, negligence or inadequate installation or application.

The *Lifetime Warranty* is exclusive to PII and covers only products purchased from an authorized dealer, retailer or seller and does not cover misused products. For EMS HW (hard wired) products, warranty does not cover un-authorized labor and our technical support will be available by phone to assist in diagnosing and directing the replacement of appropriate components.

This warranty is exclusive to PII and is in lieu of all other warranties, obligations or liabilities implied by PII. Any properly installed and maintained product that becomes defective with normal use will be covered under this warranty.

Please follow the procedure for our *"Lifetime Warranty"* below:

1. Contact PII Customer Service prior to returning product, phone 919-267-6948.
2. Provide a copy of original, dated purchase receipt, a written description of problem and any error codes that were displayed.
3. Include return shipping information: name, address, phone number and e-mail address.
4. Package product appropriately and ship product postage prepaid.
5. We pay "Return Shipment" for products covered under our *"Lifetime Warranty"* policy.

Return to:
Progressive Industries Corporation
Warranty Service Department
1020 Goodworth Drive
Apex, NC 27539

Installation and Maintenance Procedures
EMS-LCHW and EMC-HW Models, see detailed Installation and Instruction Manual Procedures. For Models: PT-30, PT-50, SSP-30, SSP-50.
1. Inspect Campground pedestal receptacle prior to inserting your surge protection plug for excessive dirt, corrosion, rust and/or moisture.
2. Make certain your surge protection device is free from dirt, rust and moisture that may have accumulated on prongs and ground plug.
3. Make certain your surge protection device is never permitted to stand in puddles, mud, tall grass, etc. whereby excessive moisture can get into either of the (2) plug connections.

Unforeseen Circumstances
Circumstances whereby your Electrical Management System (EMS) or Smart Surge Protector (SSP) products are not covered are:
- Natural disasters such as hurricanes, floods or earthquakes
- Vehicular accidents on highways, streets or off road
- Failure to remove or unplug product prior to moving or driving RV.

For your convenience, we now accept credits cards!

Website: http://www.progressiveindustries.net

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.