

ALL SURGE SUPPRESSION DEVICES ARE NOT CREATED EQUAL

Since 1997 Surge Suppression Incorporated has successfully protected the electrical systems and the sensitive electronic equipment in offices, banks, schools, convenience stores, theme parks, industrial facilities, government buildings, and more around the world. Our products are installed in U.S. Embassy buildings and military bases around the world. If our products have the ability to protect the buildings and facilities that protect our freedom, they can certainly protect our homes. We believe that our products are the best power surge and lightning protection products on the market today. This belief isn't just something that we conjured up...it comes from years of experience and feedback from thousands of satisfied customers. **Every one of our products is American made.**

Many companies sell off of the philosophy that the less you know....the more they can sell. That is not our philosophy. When considering a power surge and lightning protection system for your home, there are certain things you deserve to know and questions you should ask. From the questions and answers below, we think you will understand how we surpass other companies in this industry who still rely on outdated and obsolete methods and technologies, as well as, gimmick warranties to get you to buy their inferior equipment. Today's modern homes are full of high tech sensitive electronic equipment that deserves a protection system that is equally high tech and capable of protecting the equipment.

Q. What is a power surge? A power surge is a temporary excess voltage event on an electrical system or circuit. It is a very intense, high energy occurrence. Yet its duration is so short that it does not usually create enough heat to trip a breaker. It is not a long term over voltage or under voltage event. The duration of most transient voltage power surges is less than one millionth of a second. Although this is an almost unimaginably short period of time, in the world of high speed, sensitive electronics, this amount of excess voltage for this period of time can be devastating over time.

Q. Do all power surges come from outside of my home? No. Several years ago General Electric did a study that showed that approximately 20% of power surges travel into a facility from outside, and that approximately 80% of power surges are created from within by the equipment operating inside of that facility. This little known, yet proven and documented fact is the "virus" that causes much of the problem in our homes today.

Q. What are the causes of power surges in my home? Power surges in any home are caused by both external and internal sources. Many times because of their magnitude, the effects of externally generated power surges are catastrophic in nature and are noticed immediately. The most well known external source of power surges is lightning. Just as common, however are external surges caused by power company grid switching, transformers exploding, power lines hitting together caused by winds or some one hitting a power pole or line with a vehicle, squirrels on power lines, etc... Internally generated power surges tend not to be catastrophic in nature but can be just as costly. They pose a problem of destroying electronic equipment in your home through accumulative damage. These surges are generated by the normal operation of equipment within the system: heating and cooling systems, refrigerators, stoves, washers and dryers, fluorescent lights, etc. Think of a tree falling on your home, catastrophic structural damage is immediately done and noticed. Now think of termites silently and slowly eating away at the wood framing of your home. Detrimental structural damage is also being done here, you just don't know it yet, and once it becomes obvious it's too late.....the damage is already done. It wasn't immediate and catastrophic; it is accumulative and very costly.

Q. How do power surges enter my home? Power surges can enter your home in a number of ways. The most familiar and common way is through your main electrical service via your service entrance cable and power meter. They can also enter through phone lines and cable/satellite coaxial lines. Most televisions and computers have both an a/c power connection and a phone/cable connection for signal reception and modem connections. If a surge enters your home on the phone/cable wires and enters into this equipment, it can then get into the electrical system of your home without ever having passed through your power meter. Also, if you have circuits running from a power panel inside of your home to the outside to things such as an outbuilding, well, gate, and swimming pool, power surges can also use those circuits as a path to travel back into your homes electrical system. Power surges are non discriminatory in the path they take and the direction they travel.

Q. What are the effects of power surges in my home and why should I protect against them? Advances in modern day technology and electronic equipment have resulted in smaller and faster electronic circuits. These advances have also made modern day home electronics, appliances, heating and cooling systems, saunas and hot tubs much more susceptible to damage by power surges. Not just lightning, but from the every day surges that are occurring in your home right now. This results in equipment failure far quicker than it would normally, which for you means costly repair or replacement of this equipment. Think about it, solid state electronics and circuit boards in the electronic equipment and appliances in your home are not exposed to wind, rain, dust, or vibration and they have no moving parts. So why should they fail or "wear out"? What is there to "wear out" if there are no moving parts? The failure and "wear out" result from accumulative damage from power surges.

Q. How do I know that power surges are occurring in my home? If you have electricity in your home and electrical and electronic equipment, you can be assured that power surges are occurring in your home. Power surges are the normal nature of electricity and a normal byproduct of electronic equipment switching on and off. Your home has electricity and modern day homes are full of electronic appliances and equipment.

Q. What does "whole house" mean and why do I need a whole house system? Whole house means that your entire system is protected as much as possible by protecting the major entry points of all utilities entering your home, as well as, protecting sub panels as applicable, and some point of use applications, all with high quality surge protection devices. If you do not protect all paths, you might as well protect none. Doing only partial protection would be like going to bed at night, shutting and locking your front door but leaving the back door standing wide open. Would you do that?

Q. [If a power surge device is UL Listed does that mean that it is a quality product?](#) No. UL is safety agency not a quality standard. UL test products to make sure that the products are safe to place on the consumer market. UL voltage categories do not indicate the quality of the device. Agencies such as NEMA, IEEE, and ANSI are responsible for setting the guidelines and standards that deal with the quality of surge protection devices. You will see no mention of either of these agencies on many residential surge protection products. Many residential products use the term “joule rating” as a quality indicator. Because it can be manipulated, “joule rating” is not recognized by IEEE as a standard of rating quality for surge protection devices.

Q. [Why are products from Surge Suppression Incorporated better?](#) Building, designing, and engineering surge protection products are all that Surge Suppression Incorporated does. Our engineers are dedicated to building the absolute best products on the market today. We strive to stay ahead of the curve in electronic and technology advances, in order to make sure that our products are offering the highest level of protection for the home electronics on the market today. Our designs and components allow us to offer a product that simply does not degrade over time. And with our **25 Year Free Replacement Warranty**, if one of our units sacrifices while doing its job, it will be replaced. We could not do this if our products did not live up to our claims.

Q. [What is the difference between your products and the commodity type products available at electronics and big box stores or the meter base units offered by my electrical utility company?](#) Most of the products that are available in electronics and big box stores, are very low quality and low tech devices. Their componentry is very limited and they offer very low level protection and are not capable of giving long term protection needed for the sensitive electronics in today’s homes. The protection that they do give degrades over time and sooner or later, in some cases, you have a unit with glowing lights and no surge protection capability. Protecting your equipment takes a product, like ours, that is technologically advanced and designed into your electrical system with multiple layers of protection and multiple paths of protection in order to do its job. This is why our products are only sold through certified sales people and certified electricians who are fully capable of looking at your electrical system and figuring out what is needed to protect it. Quality and dependability is price reflective. Think about your car, if you choose to use low grade oil and to change your oil every 5000 miles, you will never know how much longer the car would have lasted and how much longer you could have driven it if you had used high quality oil and changed it every 3000 miles.

Q. [What happens to the power surge when it enters the protection unit?](#) Our units limit the surge voltage to a safe level and divert the surge current away from the downstream equipment being protected. This prevents disruption and damage that would otherwise occur.

Q. [What about connected equipment warranties?](#) We have reviewed numerous different connected equipment warranties from some of the most well known companies in the residential surge protection business. These warranties have included power company meter base units, plug in units, surge protection units from some of the major switchgear companies, and other companies who offer whole house protection. Some of these warranties offer “\$10,000 to \$150,000 connected equipment warranty”. First let’s do the math, who in their right mind would sell something for \$49, \$99, or even \$199 and offer to pay \$10,000 to \$150,000 and ever actually have to do so? The “warranties” are loaded with fine print requirements and stipulations that make it very, very difficult if not impossible for them to ever have to actually pay on a claim. See “Buyer Beware.....read the fine print” for more information on this subject.

Q. [What is Surge Suppression Incorporated’s warranty?](#) We do not play the “gimmick connected equipment warranty game” as shown above. Our warranty is simple.....For a period of **25 years** from the date of installation in your home, we will replace any Surge Suppression Incorporated unit should it sacrifice itself while protecting your home during a surge event. This warranty is good for the original owner of the unit as well as any subsequent owner. The serial number of the unit and toll free number for the factory is on the label of the unit. This is all you need to file a warranty replacement claim.

Q. [How do I know that the products are working and doing their job?](#) Our A/C power units, both panel mounted and plug in, have status indicator lights that will be glowing visibly as long as the surge protection is working. These indicator lights are tied directly to the surge protection capabilities of the unit. For the phone and cable units, if the unit sacrifices itself, because they are wired in series, the signal will be temporarily interrupted until the unit can be bypassed or replaced.

Q. [Can your products be installed in both new and existing homes?](#) Yes, they are simple to install in either situation. Our units are compact yet robust. The compact size and light weight makes it easy for one person to install any of our residential units. Our A/C power panel units come with a flush mount trim face plate for a nice clean installation when being installed into a sheetrock wall. Electricians tell us that our surge protection devices are some of the easiest to install that they have ever worked with. In all installations make sure to have a good single reference point facility ground. All installations should be done by a licensed and certified electrician.

Make the right decision.....After years of tremendous success in the commercial, industrial, institutional, and government surge suppression markets, we have decided to offer the same high quality power surge protection to homeowners. These units are especially designed for today’s homes and offer the same high level of protection as our commercial products. Our products are available from certified and trained sales people who know residential electrical systems and who have been trained in the application of our products in residential electrical systems. These products will be installed into your home by licensed electricians who have been certified by us to install our products and who understand the importance of having the right product, installed at the right location, and in the right way. Surge Suppression Incorporated is serious about providing you with a product that does exactly what it is designed to do for years to come. We will not place our products on the shelves in electronics and big box stores and leave it to chance, and then hope that you get what you need and that it is installed in the right way. We want to help you make sure.

For more information contact [Surge Suppression of Georgia, Inc.](#) at: [1-866-787-4372](tel:1-866-787-4372)

