



LIMITED LIFETIME PRODUCT WARRANTY AND 5-YEAR CONNECTED HVAC EQUIPMENT WARRANTY

1. Definitions

"Manufacturer" refers to Dial Manufacturing, Inc.

"Product" refers to the product number 73021, surge protective device ("SPD") manufactured by Dial Manufacturing, Inc.

"User" refers to the original owner or owner of record of the premises at which the Product is installed.

"Connected HVAC Equipment" refers only to heating, ventilation, and air-conditioning equipment directly protected by the Product.

2. Limited Lifetime Product Warranty

Manufacturer warrants to the User that the Product will be free from defects in materials and workmanship and will be free from damage caused by transient electrical surge events, including those caused by lightning, for the lifetime of the Product from the date of installation.

If the Product is determined by the Manufacturer, in its sole discretion, to be defective or damaged by a covered surge event, the Manufacturer will repair or replace the Product at no cost to the User.

This warranty applies only if the Product:

- Was properly installed in accordance with installation instructions and all applicable electrical codes;
- Was fully operational immediately prior to the surge event; and
- Was used under normal operating conditions.

3. 5-Year Connected HVAC Equipment Warranty

For a period of five (5) years from the date of installation, Manufacturer warrants that if Connected HVAC Equipment is damaged as a direct result of a failure of the Product during a covered surge event, Manufacturer will reimburse the User for repair or replacement costs, subject to the terms of this warranty.

Coverage Limits:

- Dial HVAC's obligation is limited to the lesser of:
 - The User's insurance deductible, or
 - The actual cost of repair or replacement of the damaged HVAC equipment
- Maximum liability: \$7,500 per occurrence

4. Conditions of Connected Equipment Coverage

Connected HVAC Equipment coverage applies only if:

- The Product was properly installed and grounded;
- The Product was functioning immediately prior to the surge event;
- The Product is returned to Manufacturer and determined through testing to have failed during a surge event;
- The damage resulted directly from the Product's failure to protect the Connected HVAC Equipment; and
- A claim is submitted within thirty (30) days of the surge event.

5. Claim Procedure

To obtain warranty service, the User must:

- Notify Manufacturer of the claim within thirty (30) days of the surge event;
- Obtain a Return Material Authorization (RMA) number;
- Return the Product to Manufacturer within thirty (30) days of the event;
- Provide proof of purchase and installation; and
- Provide documentation of damage, including homeowner insurance information where applicable.

Manufacturer reserves the right to inspect the Product, installation site, and damaged equipment and may require a notarized proof of loss.

6. Exclusions

This warranty does not cover damage resulting from:

- Sustained over-voltage conditions or utility over/under-voltage events;
- Direct lightning strikes;
- Improper installation, grounding, or wiring;
- Abuse, misuse, vandalism, theft, or unauthorized modification;
- Normal wear and tear or product obsolescence;
- Acts of God or catastrophic events not involving transient surges.

7. Limitation of Liability

The warranties provided herein are the exclusive remedies available to the User. Manufacturer shall not be liable for any incidental, indirect, special, or consequential damages, including but not limited to loss of profits, loss of data, loss of use, or costs associated with removal or reinstallation of equipment.

Some states do not allow limitations on incidental or consequential damages, so these limitations may not apply to you.

8. Transferability

This warranty applies only to the original User and is not transferable.

9. Governing Law

This warranty shall be governed by the laws of the state in which the Product is installed.

10. Geographic Scope

This warranty is valid only in the United States and Canada.