

Specification: Warranty

Myth: That 20 and 25 Year Warranties for a surge suppressor reflect some sort of proprietary technological superiority.

Busted: Warranty is not a performance specification. It does not reflect technology or product quality. It is simply a sales and marketing plan based on a historical and predictable rate of product failure. So, how did the 20 and 25 year suppression Warranties even come about?

Facts: In the mid and late 1990's, **Company A** * offered what was at the time, an industry best Ten Year Warranty...until a product recall caused by widespread SPD encapsulate explosions (See Myth 5). As a PR move, **Company A** immediately raised their warranty from 10 to 20 years during the recall.

Company A largest distributor at the time was **Company B**. Shortly after the recall, **Company B** spun off of **Company A** creating their own surge brand using the same technology and marketing schemes as **Company A**. **Company B** made a marketing decision to make their warranty a little longer than **Company A**...25 Years.

Extended Warranties are generally considered a bad investment, especially in buildings. Ownership or management changes in any

building make it highly unlikely they are even aware of the extended surge warranty as the building ages. As a result, surge failure claims after five years are rare.

Unbelievably Long Warranties are just a different version of extended. The warranty replacement costs are ALWAYS priced into the initial purchase price so, essentially you are paying for the almost useless extended warranty, up front.

All surge suppressors are sacrificial. Some live longer than others but, they are all designed to absorb or divert destructive energy. There are limits to how long they can effectively 'return to spec' if subjected to repeated high energy levels.

Onsite variables also play a large role in length of service. Poorly grounded suppression will have a significantly shortened useful life. This has nothing to do with the quality of the suppressor.

Underwriters Laboratories (UL) raises the bar about every **ten years** with each new Edition of UL1449, effectively obsoleting all previous Editions. UL1449 Ed 4.0 is going into effect in 2016. (Ed 3.0...2006).

When you consider all the variables, Five Years is good and Ten Years is exceptional warranty for a quality surge suppressor.