

## **Whole House Surge Protection – Frequently Asked Questions**

### **1. What is a Power Surge and how are they caused?**

A surge (transient over-voltage) is a momentary sharp burst of high voltage. Surges can enter the home through the electrical distribution lines as well as through the telephone line and cable TV line. Lightning is not the only cause of dangerous surges. Surges are caused by car accidents involving telephone poles, high winds, trees touching power lines, etc. Surges can also be caused, in the home, by the cycling on and off of heavy energy users such as refrigerators, printers, power tools etc.

### **2. Why do I need Surge Protection?**

Your home's expensive appliances and sensitive electronics (Home Computer, TV, VCR, DVD, cordless phone etc.) are susceptible to damage from destructive electric surges.

### **3. What is wrong with the \$8.00 power strip I bought at the hardware store?**

The power strip is just that, a power strip. These provide no surge protection. The HomeGuard(tm) Plug-In surge protectors offered by NHEC are manufactured by one of the largest and most respected manufacturers of surge protection equipment, EFI Electronics. The plug-in surge protectors offered by NHEC provide the "peace of mind" that any destructive surges will be caught BEFORE they damage your expensive home electronics equipment. All plug-in protectors offered by NHEC have indicator lights (LED's) and/or an audible alarm to alert you in the event the unit has been damaged and requires replacement. They are backed up by the most comprehensive replacement and connected equipment warranty in the industry.

### **4. What exactly do I get?**

- a. Kenick meter-based surge arrester installed at the electric meter.
- b. Four (4) plug-in surge protectors:
  - One (1) eight outlet receptacle plug-strip with Cable & Telephone protection
  - One (1) single outlet unit
  - One (1) single outlet protector with Telephone Protection
  - One (1) single outlet protector with Cable TV Protection
  - One (1) three blade receptacle Circuit Tester
- c. A detailed inspection and test of your main Service Entrance grounding system.
- d. Professional Installation and Delivery

**5. Why is Grounding so important? I already have a ground rod (I think).**

Even though your home may have a ground rod, it is very important to test and inspect it to ensure that you have a low resistance connection and that all mechanical connections are tight and not broken. Without a safe and adequate ground, you could be subject to a dangerous shock and a fire hazard. For any type surge protection device (at the meter or plug-in) to work as designed, you must have a safe, adequate, low resistance ground.

Prior to installing the Surge protection devices at your home, NHEC personnel will inspect and test your present grounding system, verify that the phone and cable are grounded at the main service entrance ground connection, and will make any minor repairs at that time. In the event it is discovered that more extensive rehabilitation or repair is required, an NHEC licensed master electrician can provide you with a quote to make the additional necessary repairs to bring the grounding system up to the proper local and National Electric Code standards. In the event the phone and/or cable are not properly connected to the main service entrance ground, you should contact them to have a technician come out and properly ground their systems.

**6. What if I live in an old house with two prong outlets?**

If you live in an older home with two-blade outlets and would like to have the surge protection installed on your home, it is recommended that the ground rod system be checked for electrical code compliance. The whole house can be protected with the Kenick meter-based surge arrester but the plug-in kit does not apply to homes with 2-prong outlets.

**7. Who installs the meter unit and plug-ins?**

Under the program, only NHEC personnel are authorized to install the Kenick meter base unit. The member can easily install the plug strip protectors or the NHEC electrician can assist if requested.

**8. What if I need additional plug-in units?**

You can purchase additional plug strip protectors when you sign up or you can contact NHEC to order additional units, which will be mailed to you immediately.

**9. What is covered under the manufacturers' warranties?**

See specific manufacturers' warranties

**10. What is the cost of the whole-house surge protection system?**

Call NHEC's Member Solutions department at #800-698-2007 for current pricing.