

THE POWERFUL ALTERNATIVE



# WHOLE HOME SURGE PROTECTION PROGRAM

WWW.PSPPRODUCTS.COM | SALES@PSPPRODUCTS.COM | 800-648-6802

Offer your residential customers extra confidence – with complete, no-hassle repair or replacement coverage for every appliance and electronic device.

- > Increase customer loyalty
- > Generate additional revenue
- > Use your branding – enhance your image

COMPLETE  
REPAIR OR  
REPLACEMENT  
COVERAGE

# OVERVIEW

PSP  
PRODUCTS, INC.

**EXTRA CONFIDENCE FOR YOUR CUSTOMERS. EXTRA REVENUE FOR YOU.**

PSP presents an easy, profitable alternative to conventional surge protection programs. The Whole Home Surge Protection Program provides complete repair or replacement coverage for your customers' residential electrical appliances and electronic equipment.

- No deductibles – no depreciation
- Payment within 10 days of receiving claims package
- No waiting for factory tests to prove failure of surge protector

The Whole Home Surge Protection Program even covers well pumps, two-prong outlet homes, security systems, A/C units, pool and spa pumps and detached garages. It covers all household electrical items, whether they're plugged into AC outlets or hardwired through the circuit panel.

## EASY FOR CUSTOMERS

Sign-up is fast and simple. Your customers will appreciate having options: They can choose the coverage amount (\$1,000 or \$2,000 per occurrence), elect the type of coverage – for example, appliance-only versus full-home – and add upgrade programs to supplement any existing coverage. For claims, they'll enjoy hassle-free filing and prompt payment.

## EASY FOR YOU

PSP allows you to add revenue without headaches. We've provided a streamlined system that's simple to use – with friendly on-call support. Plus, we can tailor the Whole Home Surge Protection Program to your company's needs. Present the program under your own company name; PSP Products can provide call center service that supports your branding.

Our web-based tools make administration easy. Enter, track and manage all your accounts online – and prepare customized management reports in minutes. You'll save time... and have access to customer information at a glance.

Increase revenues and loyalty the easy way – with The PSP Whole Home Surge Protection Program. Call 800-648-6802... or visit [www.pspproducts.com](http://www.pspproducts.com) for more details.

**PH : 800-648-6802 | FX : 703-369-5895**

P.O. Box 4108, Manassas, VA 20108

**email:** [info@pspproducts.com](mailto:info@pspproducts.com)

**website:** [www.pspproducts.com](http://www.pspproducts.com)

**PSP**  
PRODUCTS, INC.

# NEW CUSTOMER PLANS

## GOLD PLAN

### STANDARD GOLD PLAN WHOLE HOME COVERAGE

Includes Service Entrance Protector + Kit D\*

- Hard-wired or Meter Socket surge protector
- 5 Plug-in surge protectors
- \$1,000 coverage per occurrence for 2 years
- Coverage is fully renewable at the end of each guarantee period
- Covers all electronic and electro-mechanical items in the home

**COVERS**  
ALL ELECTRONIC  
AND ELECTRO-  
MECHANICAL ITEMS

### BASIC GOLD PLAN ELECTRO-MECHANICAL COVERAGE

Includes Service Entrance Protector ONLY

- Hard-wired or Meter Socket surge protector
- \$1,000 coverage per occurrence for 2 years
- Coverage is fully renewable at the end of each guarantee period
- Covers only electro-mechanical items in the home (electronic items are not covered)

**COVERS ONLY**  
**ELECTRO-  
MECHANICAL** ITEMS

# NEW CUSTOMER PLANS

## GOLD PLUS PLAN

### STANDARD GOLD PLUS PLAN WHOLE HOME COVERAGE

Includes Service Entrance Protector + Kit E\*

- Hard-wired or Meter Socket surge protector
- 6 Plug-in surge protectors
- \$2,000 coverage per occurrence for 2 years
- Coverage is fully renewable at the end of each guarantee period
- Covers all electronic and electro-mechanical items in the home

**COVERS**  
ALL ELECTRONIC  
AND ELECTRO-  
MECHANICAL ITEMS

### BASIC GOLD PLUS PLAN ELECTRO-MECHANICAL COVERAGE

Includes Service Entrance Protector + Kit A\*

- Hard-wired or Meter Socket surge protector
- \$2,000 coverage per occurrence for 2 years
- Coverage is fully renewable at the end of each guarantee period
- Covers only electro-mechanical items in the home (electronic items are not covered)

**COVERS ONLY**  
**ELECTRO-  
MECHANICAL** ITEMS

\* see "Surge Kit Breakdown" on accompanying page for details on our surge device kits

# EXISTING CUSTOMER UPGRADE PLANS

## UPGRADE PLAN

### STANDARD GOLD UPGRADE PLAN KITB\* - PART NO. E-GPU-1 KITD\* - PART NO. E-GPU-2

...for customers, upgrading from Service Entrance Device to Whole Home Protection

- \$1,000 coverage per occurrence for 2 years
- Coverage is fully renewable at the end of each guarantee period
- Covers all electronic and electro-mechanical items in the home

**COVERS**  
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AND ELECTRO-  
MECHANICAL ITEMS

### STANDARD GOLD PLUS UPGRADE PLAN KITC\* - PART NO. E-GPPU-1 KIT E\* - PART NO. E-GPPU-2

...for customers, upgrading from Service Entrance Device to Whole Home Protection

- \$2,000 coverage per occurrence for 2 years
- Coverage is fully renewable at the end of each guarantee period
- Covers all electronic and electro-mechanical items in the home

**COVERS**  
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AND ELECTRO-  
MECHANICAL ITEMS

# SURGE KIT BREAKDOWN

UNIT	KIT A	KIT B	KIT C	KIT D	KIT E
Wall Mount with AC Only	1	1	2	1	2
Wall Mount with AC & Phone		1	1	1	1
Wall Mount with AC & CATV		1	1	1	1
Plug Strip with AC & Phone				1	1
Plug Strip with AC, Phone & CATV				1	1

## PRODUCT SPECIFICATIONS

### WALL MOUNT PROTECTION

#### MECHANICAL DESCRIPTION

Dimensions	1" x 2" (Approximately)
Product Weight	.2 lb.
Connection Method	Plugs directly into wall socket
Number of Outlets	1

#### OPERATING AND PERFORMANCE SPECIFICATIONS

Line Voltage	120
Clamping Voltage	400 V
Load Rating (Amps)	15
Phone Line Protection	Yes (SOPPT)
CATV Protection	Yes (SOPPC)
UL 1499 Listed 2nd Edition	

#### WARRANTY

Product	Lifetime
Downline Appliance Warranty	Lifetime

### METER SOCKET METER PROTECTION

#### OPERATING SPECIFICATIONS

Connection Method	Plugs into Meter Base
Mounting Method	Close Nipple
Normal Line Voltage	120/240
Max Cont Operating Voltage	250 V
Operating Frequency	50/60/400 Hz
Total Surge Current	100KA
Modes Protected	(L1-L2) (L1-G) (L2-G)
Circuit Type	Parallel High Energy

#### PERFORMANCE SPECIFICATION

ANSI/IEEE C62.41  
UL Listed Secondary Surge Arrestor

#### WARRANTY

Product	20 Year
Downline Appliance Warranty	20 Year

### HARD WIRED METER PROTECTION

#### OPERATING SPECIFICATIONS

Connection Method	#10 AWG Wire
Mounting Method	Close Nipple
Normal Line Voltage	120/240
Max Cont Operating Voltage	250 V
Operating Frequency	50/60/400 Hz
Total Surge Current	100KA
Modes Protected	(L1-L2) (L1-G) (L2-G)
Circuit Type	Parallel High Energy

#### PERFORMANCE SPECIFICATION

UL 1449, 2nd Edition	400 V
UL 1283	Yes
ANSI/IEEE C62.41	

#### WARRANTY

Product	20 Year Repair/Replacement
Downline Appliance Warranty	20 Year

### PLUG STRIPS W/PHONE CABLE TV PROTECTION

#### MECHANICAL DESCRIPTION

Product Weight	1 lb.
Connection Method	Plugs into Wall Socket with 6' cord

#### OPERATING AND PERFORMANCE SPECIFICATIONS

Line Voltage	120
Clamping Voltage	330 V
Noise Reduction	0-60dB
Load Rating	15 Amps
Phone Line Protection	Yes (On Respective Model)
CATV Protection	Yes (On Respective Model)
UL 1449 Listed 2nd Edition	

#### WARRANTY

Product	Lifetime
Downline Appliance Warranty	Lifetime

# CLAIM FORM

## SURGE PROTECTION GUARANTEE REIMBURSEMENT CLAIM FORM

### GUARANTEE HOLDER'S SECTION

Guarantee Number	Date of Loss	Time of Day
Guarantee Holder	Telephone Number	
Guarantee Holder's Address	Utility Company Supplying Power	

ITEMS DAMAGED BY SURGE	Brand Name	Model No.	Date of Purchase	Replacement Cost
A.				
B.				
C.				
D.				

### WARNING

Pursuant to the laws of the following states: AK, AR, AZ, CO, DE, HI, ID, IN, KY, ME, MN, NH, NM, NY, OH, PA - Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals, for the purpose of misleading information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and may subject such person to criminal and substantial civil penalties. For your protection, California law requires the following to appear on this form: Any person who knowingly presents a false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

D.C.: It is a crime to provide false or misleading information to an insurer for the purpose of defrauding the insurer or any other person. Penalties include imprisonment and/or fines. In addition, an insurer may deny insurance benefits if false information materially related to a claim was provided by the applicant.

Florida: Any person who knowingly and with intent to injure, defraud, or deceive any insurer files a statement of claim or any application containing any false, incomplete, or misleading information is guilty of a felony of the third degree.

New Jersey: Any person who knowingly files a statement containing any false or misleading information is subject to criminal and civil penalties.

Oklahoma: **WARNING:** Any person who knowingly, and with intent to injure, defraud, or deceive any insurer, makes any claim for the proceeds of an insurance policy containing any false, incomplete, or misleading information is guilty of a felony.

Virginia: It is a crime to knowingly provide false, incomplete, or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines, and denial of insurance benefits.

New York: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each violation.

Guarantee Holder's Signature X	Date
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### GUARANTOR'S SECTION

Name of Guarantor	Policy Number
Contact Person	Telephone Number
Total Reimbursement Amount	Date of Request
Guarantor's Signature X	Date

### REPAIRER'S STATEMENT

Repairer's Name	License Number
Address	Telephone Number

Loss was Caused by: (Check One):  Power Surge Due to Faulty Equipment  Lightning  
Was There Any Arcing or Burning:  In Service Entrance and Distribution Equipment of Home  In Antenna  In TV or A/C Units

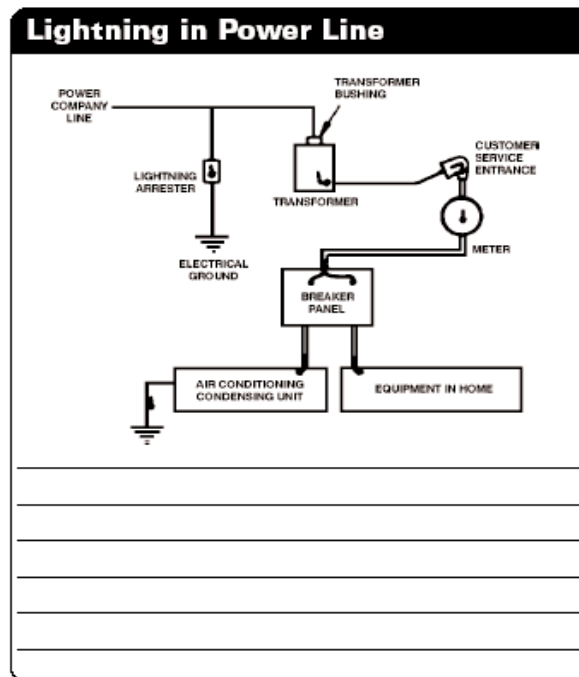
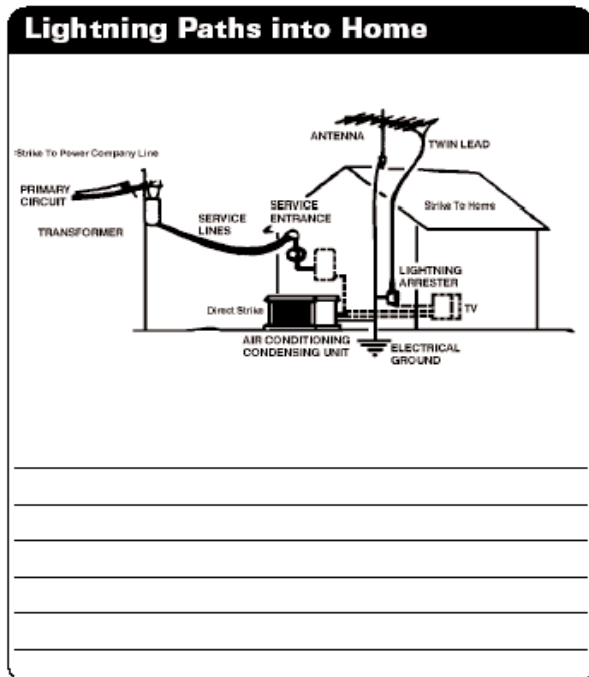
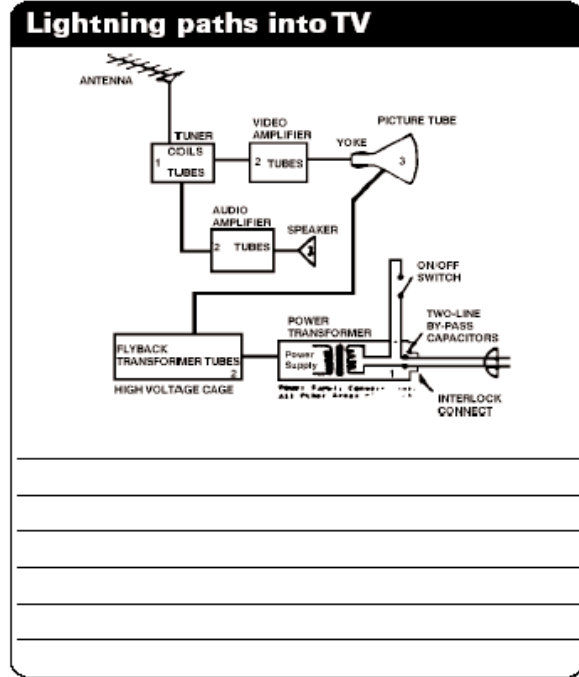
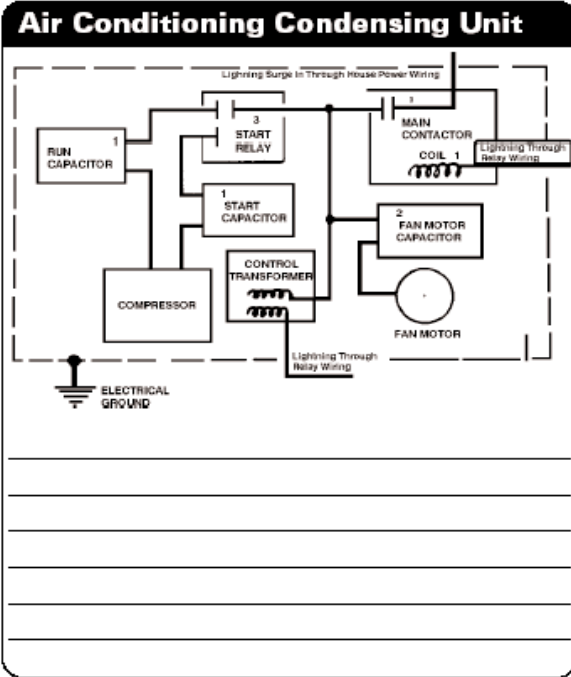
Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals, for the purpose of misleading information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and may subject such person to criminal and substantial civil penalties.

Repairer's Signature X	Salvage Amount \$
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# CLAIM FORM CONTINUED

## SURGE PROTECTION GUARANTEE REIMBURSEMENT CLAIM FORM

D. Indicate with a pen the path of high-voltage travel to damaged items, and describe in detail (listing all parts which were replaced) what physical evidence you have observed to lead you to the conclusion that the loss was caused as a result of lightning and how it was conducted. *AN ITEMIZED BILL MUST ACCOMPANY THIS AFFIDAVIT.*



# CUSTOMER COVERAGE OPTIONS

WE CUSTOMIZE PROGRAMS  
TO MEET YOUR NEEDS!!

## NEW CUSTOMER COVERAGE OPTIONS

PART	#PLAN	COVERAGE AMOUNT	DESCRIPTION OF PACKAGE	LIST PRICE
N-GP-MD	Standard Gold Plan	\$1,000.00	MSA & Kit D	\$482.00
N-GP-HD	Standard Gold Plan	\$1,000.00	Hardwire & Kit D	\$482.00
N-GPP-ME	Standard Gold Plan Plus	\$2,000.00	MSA & Kit E	\$615.00
N-GPP-HE	Standard Gold Plan Plus	\$2,000.00	Hardwire & Kit E	\$615.00
N-GPBM	Basic Gold Plan	\$1,000.00	MSA Only	\$332.00
N-GPBH	Basic Gold Plan	\$1,000.00	Hardwire Only	\$332.00
N-GPPB-MA	Basic Gold Plan Plus	\$2,000.00	MSA & Kit A	\$465.00
N-GPPB-HA	Basic Gold Plan Plus	\$2,000.00	Hardwire & Kit A	\$465.00

## EXISTING CUSTOMER COVERAGE OPTIONS

PART	#PLAN	COVERAGE AMOUNT	DESCRIPTION OF PACKAGE	LIST PRICE
E-GPU-1	Gold Plan Upgrade One	\$1,000.00	Kit B	\$195.00
E-GPPU-1	Gold Plan Plus Upgrade One	\$2,000.00	Kit C	\$315.00
E-GPU-2	Gold Plan Upgrade Two	\$1,000.00	Kit D	\$282.00
E-GPPU-2	Gold Plan Plus Upgrade Two	\$2,000.00	Kit E	\$415.00

## WHAT COMES IN THE KIT

DESCRIPTION	KIT A	KIT B	KIT C	KIT D	KIT E
Wall Mount with AC Only	X	X	XX	X	XX
Wall Mount with AC & Phone		X	X	X	X
Wall Mount with AC & CATV		X	X	X	X
Plug Strip with AC, Phone, & CATC				X	X
Plug Strip with Phone & AC				X	X
Extended Warranty - MSA					
Extended Warranty - Hardwire					

- Contracts are transferrable to new owners or new addresses for the remaining contract period.
- All above prices are for two (2) years Extended Warranty Programs. At the end of two years an Extended Warranty Renewal Fee is required.
- Contact PSP Products, Inc. for one year Extended Warranty Pricing.

PH: 800-648-6802 | FX: 703-369-5895

P.O. Box 4108, Manassas, VA 20108

email: [sales@pspproducts.com](mailto:sales@pspproducts.com)

website: [www.pspproducts.com](http://www.pspproducts.com)

**PSP**  
PRODUCTS, INC.

# REGISTER ON-LINE

## FOR PSP'S WEB BASED ACCOUNT ADMINISTRATION TOOL

PSP Product's, Inc. has taken the time to develop a Web Based Account Administration Tool, for easy registration to our Whole Home Surge Protection Program. This easy to use web-application, allows you to create accounts for all your new customers, simply by using a web browser on any personal computing platform. The web-application also allows you to track and manage all of your accounts, so that you may better serve your customers. You can read more information about this web tool as well as access the web-application by pointing your browser to: <http://www.pspproducts.com/whsp>

Log in as DEMO and enter the password as DEMO. Once you have signed on with the program, PSP will assign a Log-in Name and Password to you for access to your own database customers. This information is only available for you to access and no other customer will be able to see the information that you have entered. PSP does have full access of all customer information that is entered onto the website.

**OPEN NEW ACCOUNT:** Allows entry of customers that have signed up for the program.

**MODIFY AN ACCOUNT:** Allows you to make changes to claim information that has been entered. Once information has been exported from the website, changes can't be made. PSP must be contacted.

**GENERATE REPORTS:** Allows you to print two reports: the Summary Report and Detail Report. The Summary Report provides a summary of all Surge Programs purchased by plan type and quantity sold. It also summarizes the type of claims and quantity of claims submitted.

The Detail Report generates a report depicting the type of surge program purchased during a specified time frame and in a particular zip code.

# PRODUCT GUARANTEE

## COVERAGE INCLUDES:

A NO DEDUCTIBLE guarantee plan. Payment is made on every dollar that a repair costs the homeowner, up to guarantee limit. Coverage is primary and your customers will not have to file claims with their homeowner's insurance unless the value of the device exceeds the dollar amount of the coverage package selected by the home owner. Replace un-repairable devices with new devices of like kind and features. Surge damage to any electro-mechanical device in the customer's home (Basic Package), regardless of whether or not the device was actually plugged into a surge protector. Surge damage to any electronic or electro-mechanical device in the home or on the property that has its electricity supplied by the meter protected with our service entrance surge protector (Whole Home Package). It does not matter if the device is individually protected by a surge protector or not, it will have coverage.

## OTHER FEATURES:

If the homeowner does not renew the extended guarantee, all surge manufacturers' warranties remain in effect under their terms and conditions for the remainder of the manufacturer's product and down-line guarantee. For example, a service entrance surge protector that no longer has the guarantee with it after two years will maintain its standard manufacturer's guarantee for the remaining 18 years. The warranty would then be a warranty where the surge protector must fail before any claim is paid. This type of coverage is secondary to the customer's homeowner's policy, covers electro-mechanical appliances only and typically only pays your insurance deductible. Packages are available to utility customers who have previously purchased surge protection through their utility company. This guarantee must include the purchase of surge protection devices to be valid. This guarantee is not a form of insurance and no employee of PSP Products, Inc. is authorized to offer or recommend insurance to you.

## LIMITATIONS:

Protection is only for surge/lighting damage that is verified by a service technician. The homeowner must provide documentation on our form that shows the damage was in fact caused by an electrical surge.

- Damage from any other source is not covered.
- Devices that are not working when the surge occurred are not covered.
- Devices that cannot be replaced (like an antique radio) are not covered.
- Power tools are not covered.
- Devices not owned by you are not covered.
- Additional travel charges, not included in the standard service call rate, are not covered.
- If repairs are covered by a manufacturer's guarantee, they will not be covered by this plan.
- Any other secondary costs associated with the loss such as computer data loss, being without an appliance or food lost in the refrigerator will not be covered.
- Our payments will not exceed the limit stated in the coverage package you have selected, even if the device lost was of greater value.

## GUARANTEE CLAIMS:

To obtain service under this guarantee or for questions concerning coverage, please call 1-800-648-6802.



**P H :** 800-648-6802

**F X :** 703-369-5895

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