

Product Support

Live Technical Support is available Monday – Friday, 7:30am to 6:00pm Central Standard Time.
800-432-3219 or support@geistmfg.com. To help us serve you more effectively, please provide the following information when contacting us for product support.

- Model Number
- Serial Number
- Firmware Version
- Description of Concern or Inquiry

The photographs, drawings and descriptions in this catalog are based on the products offered at the time of print. In order to incorporate product improvements and market driven change, Geist reserves the right to make modifications in design and specification.

Warranty

WARRANTY IS VOIDED BY OPENING OR MODIFYING UNITS

Geist Non-Surge Protected Product Warranty

If a Geist product becomes defective during the warranty period below, Geist will elect to either repair or replace the unit free of charge. Contact Customer Service at 800-432-3219 for return authorization. Original proof of purchase required.

<u>Product Category</u>	<u>Model Numbers*</u>	<u>Warranty Term</u>
Basic	Various	Lifetime
Metered	Various	3 Years
Current Monitoring	Various with M for Ethernet Meter	3 Years
Power Monitoring	RCX	1 Year
Power Monitoring - Plus	RSM	1 Year
Switched	RCM	1 Year
Switched - Ultra	RCU	1 Year
Satellite Current Monitoring	Various with D for DM Meter	3 Years
Satellite Power Monitoring - Plus	RSS	1 Year
Satellite Switched	RS2	1 Year
Transfer Switch	AB	3 Years

* Part numbers may have a single number preceding the Model Number.

Geist Surge Suppressed Product Warranty & Connected Equipment Warranty Coverage

If a Geist Surge Suppressor becomes defective during the specific warranty period listed below, Geist will elect to either repair or replace the unit free of charge. Geist's Surge Suppressor Warranty insures any properly connected equipment from damage due to failed AC protection circuitry. If connected equipment is damaged by an AC power disturbance during the warranty period, Geist will elect to either repair or replace that equipment up to the connected equipment warranty limit, provided the Geist surge protective device shows signs of failed AC production circuitry. An approved Geist testing facility must perform the testing and verification of a failed device. In the event of equipment damage, contact Customer Service at 800-432-3219 for instructions on returning your surge suppressor. Original proof of purchase required. Connected equipment warranty applies only to surge suppressors listed below.

<u>Surge Suppressor Model</u>	<u>Warranty Term</u>	<u>Connected Equipment Coverage</u>
SP, SVR & VSS	Ten Years	\$10,000
SAFC, SPC, SVRAC, SVRCC, SVRBC & VSSBC	Three Years	\$5,000

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ALL SUCH OTHER WARRANTIES, WHETHER ARISING BY LAW, CUSTOM OR CONDUCT, AND THE RIGHTS AND REMEDIES PROVIDED UNDER THIS WARRANTY ARE EXCLUSIVE AND IN LIEU OF ANY OTHER RIGHTS OR REMEDIES, WHICH ARE HEREBY DISCLAIMED AND EXCLUDED BY GEIST MANUFACTURING. This warranty gives you specific legal rights, which may vary from state to state. This warranty does not include damage to the product resulting from accident or misuse, including exposure to water or any other corrosive material. This warranty excludes damage to equipment if a surge or spike reaches that equipment through an unprotected source connected to it (i.e., printer, modem, phone line, etc.) It shall not apply to any product, which has been connected, installed used or otherwise adjusted other than in accordance with written instructions furnished by Geist Manufacturing. IN NO EVENT SHALL GEIST MANUFACTURING BE LIABLE FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL, INDIRECT OR OTHER SIMILAR DAMAGES ARISING FROM BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, OR ANY OTHER LEGAL THEORY. IN NO EVENT SHALL GEIST MANUFACTURING'S TOTAL LIABILITY TO CUSTOMER FOR ALL DAMAGES EXCEED THE AMOUNT ACTUALLY PAID BY CUSTOMER TO GEIST MANUFACTURING FOR THE PRODUCT, EXCEPT FOR THE REPAIR OR REPLACEMENT OF PROPERLY CONNECTED EQUIPMENT UNDER THE SURGE SUPPRESSOR CONNECTED EQUIPMENT WARRANTY COVERAGE. No person including any Dealer, Agent, or Representative of Geist Manufacturing is authorized to assume for Geist Manufacturing obligation or liability other than expressly stated herein.