

Progressive Industries Lifetime Warranty Policy

The following RV Surge Protection products are covered under our Lifetime Warranty Policy.

SSP-50 & SSP-50X	EMS-PT50X	EMS-HW50C
SSP-30 & SSP-30X	EMS-PT30X	EMS-HW30C
SSP-50XL	EMS-PT50X	EMS-LCHW50
SSP-30XL	EMS-PT30X	EMS-LCHW30

Probably one of the main reasons you purchased an RV Surge & Electrical Protector from Progressive Industries, Inc., (PII) is because of our impressive Lifetime Warranty. It is unsurpassed in the industry and simply stated, we stand behind our products and guarantee our surge protectors to be free from defects in material and workmanship. Of course, just as we pledge the best materials and workmanship was used to build your surge protector the burden is on you, the consumer, to ensure the unit is properly installed, maintained and remains operational as we cannot be responsible for neglect or misuse of our product(s). In the event a properly installed unit proves defective under normal use and care, PII will repair or replace the defective unit at its discretion.

Please know, there are going to be unforeseen circumstances whereby our EMS or SSP RV Surge & Electrical Protector will not be covered under our Lifetime Warranty and such instances include:

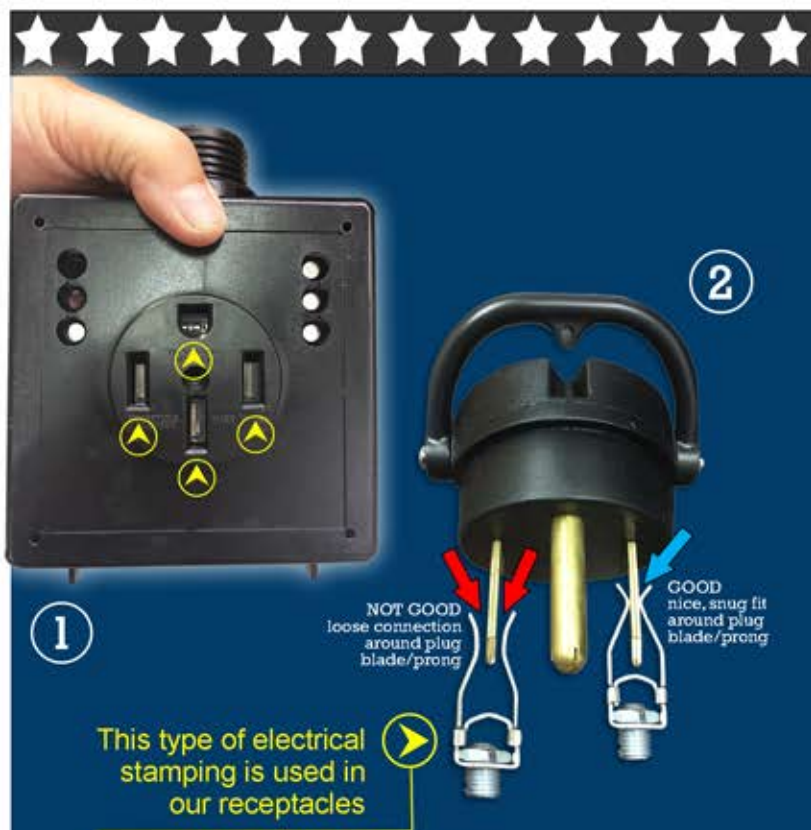
- Natural disasters: i.e., hurricanes, floods, earthquakes, etc.
- Vehicle accidents on highways, streets and/or off road,
- Failure to remove or unplug product prior to driving off,
- Failure to ensure the pedestal plug is clean and unit maintains a snug fit when plugged in; and ensuring the plug hardware and cord are clean with no wear or discoloration before plugging into the portable unit;
- Lifetime Warranty does not include the All Weather Shield Assembly

Our Lifetime Warranty only covers PII workmanship, internal electronics, parts & materials, contained within the unit housing. Any and all damage to the outside of the unit is not covered. External damage typically associated with a poor connection between your camper/ motorhome or our EMS/SSP and shore power. Our Lifetime Warranty is exclusive to PII and in lieu of all other warranties, obligations or liabilities implied by PII. This is a non-transferable Lifetime Warranty and is exclusive to the original owner and covers those products purchased from an authorized dealer, retailer, or seller. Nor does the Lifetime Warranty cover unauthorized labor.



Empowering Our Customers

Progressive Industries continues to make great strides in the areas of design and innovation and we are committed to bringing our customers the very best in RV Surge and Electrical Protection products; but we're not stopping there. We believe that empowering our customers with product knowledge is paramount and can help reduce damage and unnecessary costs. Your safety and the safety of your family and rig matter to us!



A Good Fit... Another problem we often see is a loose, sloppy fit. It is imperative the plug maintain a snug fit when plugged in. You may be tempted to wiggle the plug loose when disconnecting but over time this will compromise the connection making your unit susceptible to heat damage.

Damage NOT COVERED Under Our Lifetime Warranty Policy



Plugging In...

A poor connection is typically due to old, dirty or poorly maintained plugs, adapters and/or prongs/blades. Before plugging in ensure your plug is clean and there is no pitting and/or discoloration on the pin/prong or blades. This will help safeguard the connection.

You can always give the prong/blades a gentle clean with an emory cloth.



Excessive
heat damage
to plug

7



A poor connection forces the voltage to arch creating extreme heat which results in external melting.

Inspecting your electrical connections on a daily basis could help prevent damage to your unit.

DAMAGE NOT COVERED UNDER WARRANTY INCLUDE:

1. Pigtail showing excessive heat/melting damage (see image 8)
2. Front receptacle showing excessive heat/melting damage (see image 6)
3. Plug/prong, blades showing pitting and/or excessive heat/melting damage (see images 3, 4 & 5)
4. Damage caused by external plug or cord (see image 7)

Excessive
heat damage
to pigtail

8



A poor EMS/SSP connection may continue to transfer power through, resulting in ongoing heat damage.

Our **Warranty Checklist** will help determine if your surge protector unit is eligible to be repaired under Progressive Industries, Lifetime Warranty or if the returned unit is not covered under our Policy and subject to a inspection sur-charge.

In our continued effort to provide excellent customer service that exceeds your expectations, we have implemented a warranty policy that clearly and fairly describes damage that is and is not covered under our Lifetime Warranty Policy and why a service charge may be generated to repair and/or replace your product.

Before calling our Tech Support Team and/or returning your unit for repair/replacement we ask that you please take the following troubleshooting steps.

Troubleshooting Checklist

- ☐ 1. Do you have a current copy and are you familiar with the Operating/Installation Manual specific to your unit? If you do not have access to a current manual, you can review and/or print a copy directly from our website at [www..ProgressiveIndustries.net](http://www.ProgressiveIndustries.net). Click on the Resources tab in the top navigation and then click on Installation & Operating Guides. Please refer to the manual for additional troubleshooting information.
- ☐ 2. Did you check your surge protector unit at two or more different power sources or pedestals?
- ☐ 3. Are you located at a campground? If so, contact the park manager to verify correct power at pedestal. If you are parked at a home residence, you may need to contact an electrician,
- ☐ 4. Is the surge protection unit connected directly to the power source or through a non-RV approved adapter or cable?
- ☐ 5. We recommend you use a multimeter to check the voltage. Have you tried this?

Write down any notes you think of:



Costs for Repairs, Costs for Non-Repairs, Costs for Reconditioned Upgrades

1. A Progressive Industries EMS-PT50C & EMS-PT30C with no apparent damage and electronics that pass inspection
\$49.95
2. A Progressive Industries EMS-PT50C & PT30C with a melted plug, receptacle and/or external damage to outside of product housing. If you choose this option your unit will be replaced with a Certified Reconditioned Unit.
\$89.95

Our excellent Tech Support Team will handle your product repair/replacement within 3-4 business days, unless there are unforeseen circumstances beyond our control.

Steps for sending your product to Progressive Industries

- ☐ 1. Locate and include a copy of the original, dated purchase receipt or Warranty Registration Form.
- ☐ 2. Include return shipping information (*if traveling, we're happy to ship to your destination*): Full Name, address, phone and an email address.
- ☐ 3. Provide a written description of the problem you are experiencing along with any pertinent information.
- ☐ 4. Package & ship unit **postage paid** to:
**Progressive Industries
Warranty Department
1020 Goodworth Drive
Apex, NC 27539**
- ☐ 5. When received, portable units must be free of any personal locks and/or chains.

YOU DO NOT NEED TO CALL US FOR A RETURN AUTHORIZATION PRIOR TO RETURNING YOUR UNIT OR PRODUCT.

We understand how stressful it can be when dealing with issues such as a defective or damaged unit but we will do our very best to get your product repaired and/or replaced and back to you as quickly as possible. On behalf of Progressive Industries thank you for putting your trust in us. We do not take that lightly.