

# General Zap Cap

## Frequently Asked Questions (FAQs)

### **Q: What is the cost for service?**

**A:** Our best value and best protection is PREMIUM SERVICE, which is \$15.95 per month. This service includes everything:

- surge protection for all major appliances like air conditioning and heating systems, and refrigerators
- interior surge protection for sensitive electronics like high-definition televisions, entertainment systems, computers and modems or wifi routers
- back-up battery supply for plugged in electronics to ride through momentary power outages or “flickers”

There is a one-time fee of \$44.95 for installation for the primary unit.

Additional plug-in devices or battery back-up (UPS) units can be purchased to further customize your protection.

- \$7.99 for additional UPS unit with surge protection built in
- \$11.95, plus tax, for desktop plug in protector
- \$49.95, plus tax, for home office surge protector

Important: only electronic devices plugged into these Zap Cap interior protection devices are covered by the full warranty.

### **Q: What is covered with Zap Cap protection?**

**A:** Large electric appliances and equipment protected by the outside primary unit include:

- Central air conditioning
- Range/oven
- Water heater
- Refrigerator/freezer
- Dishwasher
- Pool pumps (less than 4 ft. from home)
- Washer/dryer

Sensitive electronics protected by the interior plug-in devices include:

- Microwave oven
- Entertainment equipment (TV, DVD, Blu-ray, gaming systems, etc.)
- Garage door opener
- Computer, modem, wifi router

Items NOT protected:

- Home alarm systems
- Sprinkler systems
- Medical or life-support equipment
- Electronic gates
- Landscape Lighting
- Spa/hot tub motors

### **Q: How will I be billed?**

**A:** The charge for your Zap Cap service will be included on your electric bill each month. The installation fee and additional plug-ins will also be included on your electric bill.

### **Q: How long will it take to install?**

**A:** The primary unit will be installed on or near your electric meter within 10-15 business days, weather permitting. No one needs to be home, but your meter must be accessible. Your power may be momentarily interrupted during the installation.

Plug-in protection strips are shipped to you in the mail, or will be delivered to your doorstep at the time of the primary unit installation.

The uninterruptible Power Supply (UPS) unit will be installed in your home during an appointment scheduled at your convenience. This consultation and installation should take 1 hour or less.