



SurgeShield®

Understanding your device

Your SurgeShield® device is now installed. We recommend you occasionally check your device to ensure it is working properly, which can be completed with a visual check to see if the light is on. The best time to look is at night, as it can be difficult to see the light in the sunlight.

The SurgeShield device installed at your home is dependent upon the type of meter you have. Although the devices look different, each provides the same level of protection. Below are the pictures of each device and where you can find the light.

Device 1



Two lights located at the 3 o'clock position.

Device 4



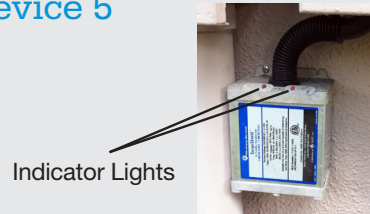
This device sits inside the meter can and has an indicator light bolted to the side or the front of the meter can.

Device 2



One light located at the 3 o'clock position.

Device 5



Two lights located on the top of the device.

Device 3



One light located at the 3 o'clock position.

Device 6



One light on front of the device.

Please call if you have questions or see issues with your device.

1-866-289-8136

Monday through Friday, 8 a.m. to 5 p.m.



SurgeShield Plus

Understanding your device

Your SurgeShield® Plus device is now installed. We recommend you check the lights on your device occasionally and test your generator with the transfer switch while utility power is present at least twice a year to ensure it is working properly. If the surge protector fails the device will omit an audible chirping sound and will need to be replaced. If your device shows a continuous red light, that indicates that there is an issue with the transfer switch and the device will need to be replaced.

Below are the meanings of the indicator lights that will help you to easily monitor your device.

The SurgeShield device will be placed on the meter. If the device is omitting an audible chirping sound please call us. The device should be silent.



A green light indicates that the house is using utility power.

Green light



A blue light indicates that the house is using power provided by the generator.

Blue light



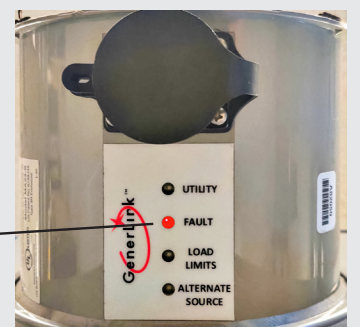
A blue and green light indicate that utility power is available but the house is receiving generator power.

Blue and green lights



A red light indicates that the transfer switch is not properly working and you will need to call us.

Red light



Please call if you have questions or see issues with your device.

1-888-NOSURGE

Monday through Friday, 8 a.m. to 5 p.m.