

Special Limited Warranty Provided by EFI Electronics, Inc. To Customers of Connecticut Light and Power Company and Western Massachusetts Electric Company

Lifetime Product Replacement on Plug-in Products 15 Year Product Replacement on Service Entrance, HomeGuard Devices 15 Year Connected Equipment Protection:

Standard Residential "White Appliances" - \$1,000 per appliance, \$10,000 per residence
Eight Outlet Plugstrip w/Cable and Telephone - \$25,000
Eight Outlet Plugstrip w/Telephone - \$25,000
Single Outlet Unit w/Telephone - \$250
Single Outlet Unit w/Cable - \$250
Single Outlet Unit - \$250

This warranty is for the benefit of the end-user customers of Connecticut Light and Power Company (CL&P) and Western Massachusetts Electric Company (WMECO) who subscribe to CL&P or WMECO's HomeGuard Surge Protection Service (Utility Customers). The warranty will continue for a period of fifteen years, as long as such customer subscribes to the service and uses the EFI Electronics Corporation HomeGuard Meter Base surge suppression device (HG-SSD) and all appropriate plug-in surge suppression strip devices (SSD). All coverages are primary to appliance or electronic equipment product warranties, service contracts and insurance policies held by Utility Customers. For this warranty to be valid an EFI Service Entrance device must be installed.

I. Product Replacement Warranty

EFI will repair or replace any EFI product that is defective or is damaged by an electrical surge (including those caused by lightning). This is a lifetime warranty for the EFI plug-in products and a fifteen year warranty for the HG-SSD only.

II. Limited Damaged Equipment Warranty

a. Scope

For a period of fifteen (15) years after you subscribe to the service, EFI will pay to repair or replace (whichever is less), with like kind or quality, damaged equipment properly connected to the EFI product at the time of the occurrence that is directly damaged by an electrical surge, provided the EFI product (1) was plugged into a grounded, three-prong outlet and (2) was also damaged from the same electrical surge. EFI's liability to repair or replace damaged equipment shall not exceed the amount stated above, in the aggregate for the specific surge protector used. At your option, you may also receive a refund of the current depreciated value of the damaged equipment at the time of the occurrence not to exceed this limitation.

b. Connected Equipment Coverage

The following connected equipment coverage is provided:

1. HomeGuard Meter Base (HG-SSD): Up to \$1,000 to repair or replace (whichever is less) residential standard "white appliances" that sustain surge damage. Maximum coverage per household: \$10,000. A standard "white appliance" is defined as a washer, dryer, stove, refrigerator, freezer, HVAC unit, dishwasher and garbage disposal. This portion of the warranty applies to electro-mechanical and micro-processor components. Coverage is applicable only when (a) the HG-SSD was active and fully functional immediately prior to the claim event and (b) sustained damage as a result of the claim event.
2. Eight Outlet Plugstrip w/cable (P1500-ED): Up to \$25,000 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must sustain surge damage).
3. Eight Outlet Plugstrip w/telephone (P1500-ET): Up to \$25,000 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must sustain surge damage). This warranty is valid for single phone lines only.
4. Single Outlet Unit w/telephone (EFI-1ET): Up to \$250 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must sustain surge damage). This warranty is valid for single phone lines only.
5. Single Outlet Unit w/cable television (EFI-1EC): Up to \$250 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must sustain surge damage).
6. Single Outlet Unit (EFI-1ES): Up to \$250 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must sustain surge damage).

c. Exclusive Remedy for Damaged Equipment

The above coverage applies to the end-user customer and is your exclusive remedy under this limited warranty, whether based in contract, tort, product liability,

negligence, by statute or otherwise. EFI reserves the right to audit equipment damage, the occurrence site, and/or the cost of repairs and may request a notarized proof of loss. EFI requires you to preserve all damaged equipment and the EFI product for its examination, if necessary. This limited warranty does not cover damage associated with sustained overvoltages, vandalism, theft, normal wear and tear, obsolescence, abuse, failure to ground, electrical system defects, nonauthorized modification or alteration, or catastrophic events.

III. Disclaimer of All Other Warranties

To the fullest extent permitted by law, and except for the express warranty set forth above or any warranties implied by law, seller makes no express or implied warranties. To the fullest extent permitted by law, seller disclaims all implied warranties, including all warranties of merchantability and/or fitness for a particular purpose. The foregoing disclaimer may not apply to you depending upon the EFI product you purchase, the application and use of your EFI product or your status as a consumer.

IV. Limitation of Liability

Seller expressly disclaims any and all liability to utility customer for any consequential or incidental damages, damages for loss of use, loss of profits, income or revenue, loss of time or inconvenience, loss or damage to associated, non-connected equipment, loss of data or records, damages to tangible or intangible property, other than the equipment covered by this warranty, cost of substituted or replacement equipment other than as expressly warranted, damages associated with overvoltages, vandalism, theft, normal wear and tear, obsolescence, abuse, misuse, non-authorized modification, alteration or catastrophic events, or any other incidental, consequential or special damage arising out of the use of the products provided by seller. Seller shall not be liable for punitive, indirect, special, incidental or consequential damages arising out of this agreement or otherwise with respect to the sale of the EFI products, including any lost revenue or profits, consequential and/or incidental damages, business interruption or damage to business reputation, regardless of the theory upon which any claim may be based, including any statutory, tort contract or insurance subrogation causes of action or claims. In no event will seller's entire liability to utility customer, including any liability in the event the exclusive remedy set forth in this agreement fails of its essential purpose, exceed the amount set forth in the above limitation of warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the preceding limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

V. Warranty Claim Procedure

If your HG-SSD has defects or sustains damage covered by this warranty, call CL&P or WMECO Customer Service. **Warning: Do not attempt to remove meter-base devices yourself; they must be serviced by the utility. Failure to follow this caution could result in serious injury or loss of life.**

If any plug-in SSD has defects or sustains damage covered by this warranty, call EFI Customer Assistance at 800-877-1174, ext. 407.

To file a claim for power surge damage to connected appliances and electronic equipment:

1. Call EFI Customer Assistance at 800-877-1174, ext. 407 within 30 days of date of damage to obtain a warranty repair number and claim package.
2. If the claim may be related to the meter-base HG-SSD, call CL&P or WMECO Customer Service. **Warning: Do not attempt to remove or service meter-base devices yourself, they must be serviced by the utility. Failure to follow this warning could result in serious injury or loss of life.**
3. Send the damaged device(s), freight paid, along with the completed claim form to EFI Electronics Corporation for testing and confirmation of damage.