

2017 Residential Tesco Warranty Submittal Process

Contact Utility immediately for replacement of a “damaged” Tesco surge arrester. One or more of the failure status light indicators will be “out”. Please read and understand the Tesco Residential Limited Product Warranty. This is not an insurance policy.

Any Tesco device damaged by surge under the terms of the Residential Limited Warranty will be considered valid (in limited circumstances a damaged surge protector does not constitute a valid claim, read and understand the Tesco Limited Product Warranty). The device will be replaced free of charge and damage to connected equipment per the terms of the limited product warranty will be paid at Tesco’s discretion.

It is always in the customer’s best interest to have any necessary residential operating equipment repaired as quickly as possible so that the home is livable i.e. heat, water and electricity. Tesco will reimburse for necessary repair costs validated under the terms of the residential limited product warranty, Tesco is not responsible for necessary residential operating equipment repaired where damage is not due to a Tesco product failure per the terms of the Tesco Limited Product Warranty. Tesco will reimburse for repairs and repair estimates when it is determined at Tesco’s discretion there is a valid warranty submittal meeting all requirements of the Tesco Residential Limited Product Warranty.

Per the Tesco Limited Product Warranty the customer notifies Tesco ***and*** the utility within 14 days of an apparent failure.

After Tesco or the utility has been notified of an apparent failure the damaged Tesco surge arrester shall be sent to Tesco fastest possible route (within 7 days of removal of the failed Tesco surge arrester). If there is no damage to the Tesco surge arrester do not have it removed.

All necessary warranty submittal forms shall be submitted promptly and completely (within 7 days of removal of the failed Tesco surge arrester).

All valid warranty submittals will be paid according to the limited residential warranty and Tesco having received all necessary documentation, the surge arrester, warranty submittal forms, repair estimates and repair invoices.

THE PROCESS:

- 1). CUSTOMER NOTIFIES THE UTILITY OF AN APPARENT SURGE PRODUCT FAILURE.
- 2). UTILITY RESPONDS AND DETERMINES IF THE SURGE PRODUCT HAS FAILED. IF IT HAS FAILED THE UTILITY REMOVES THE DEVICE, LEAVES CUSTOMER WARRANTY RESPONSE FORM, UTILITY FILLS OUT UTILITY COPY OF RESPONSE FORM.

WARRANTY SUBMITTAL PROCESS

- 3). UTILITY SENDS TESCO THE DAMAGED SURGE PRODUCT AND UTILITY COPY OF RESPONSE FORM FOR VERIFICATION TO TESCO.
- 4). CUSTOMER FILLS OUT WARRANTY RESPONSE FORMS AND SUBMITS THEM TO TESCO ALL TOGETHER WITH THE REPAIR ESTIMATES.
- 5). TESCO REIMBURSES CUSTOMER ACCORDING TO THE LIMITED PRODUCT WARRANTY FOR THE COST OF REPAIR AND OR REPLACEMENT.

PLEASE NOTE: CUSTOMER HAS 7 DAYS TO GET ESTIMATES, TESCO REPLIES WITHIN ANOTHER 7 DAYS WITH REIMBURSEMENT. TOTAL PROCESS TIME PURPOSELY DESIGNED NOT TO EXCEED 14 DAYS. 14 DAYS INSURES QUICK RESPONSE FOR MAXIMUM CUSTOMER SATISFACTION. RESPONSE TIME DOES NOT TAKE INTO CONSIDERATION THE TIME IT TAKES FOR THE UTILITY TO RESPOND TO CUSTOMER, IT IS RECOMMENDED IT NOT TAKE MORE THAN 3 DAYS. TOTAL TIME INCLUDING UTILITY RESPONSE TIME IS 17 DAYS MAXIMUM.