

# Delivering the finest in RV Surge Protection since 1998.

## Frequently Asked Questions

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### SSP-SURGE PROTECTION MODELS

**Q: Can I use an adapter and maintain full surge protection?**

A: Yes. An adapter can be used and the RV will maintain full surge protection.

**Q: Will these models provide voltage protection?**

A: No. The surge protector models do not include voltage protection. The surge protectors strictly provide protection during an actual power surge. However, Progressive Industries surge protection units have additional features which include a built-in surge status indicator that not the condition of the surge protector, plus a dual line polarity tester that checks the status of the source prior to use. For complete protection, we recommend our EMS units.

**Q: Will these models provide wiring protection?**

A: No. The surge protectors do not provide wiring protection. They will identify an improper wire condition.

**Q: Will these models automatically reset?**

A: Yes, they will automatically reset.

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### EMS-SURGE & VOLTAGE PROTECTION MODELS

**Q: Should a Hardwired EMS be installed before or after the transfer switch?**

A: A hardwired EMS should be installed prior to the transfer switch. The reason for this is most RV generators already have built-in voltage and frequency protection. If the EMS is installed after the transfer switch, this leaves the transfer switch vulnerable to power problems.

**Q: Can I use an adapter and maintain full protection?**

A: Yes. An adapter can be used and the RV will maintain full electrical and surge protection.

**Q: Is there a difference in protection between the different EMS models?**

A: No. All EMS's offer the same protection.

**Q: Can I add a second remote display to the wired in models?**

A: Yes, but only to the EMS-HW30C and EMS-HW50C models. An additional remote cannot be added to the LC-HW30 and LC-HW50 models.

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### Q: IF MY UNIT IS DAMAGED DUE TO A POOR CONNECTION IS IT COVERED UNDER PROGRESSIVES' LIFETIME WARRANTY?

**A: Progressive Industries Lifetime Warranty Policy does not cover damage to the unit and/or pigtail due to a poor connection.**

In order to protect you and your RV we recommend you take preventivtive measures before connecting your portable unit to the pedestal and/or electrical power. Ensure the blades on the pigtail are not discolored and have no pitting. In the event you see these indications take a moment to clean the blades with emory paper. Also, make sure you have a good snug connection that is cool to the touch.

When it comes to quality RV electrical parts, Progressive Industries is the brand you can depend on.