



## **FAQs for Genie Surge Protector**

### **1. What is a surge protector?**

A surge protector is an electrical device that helps safeguard electronics from the harmful effects of power surges and voltage spikes. Surge protectors can absorb and dissipate the power of a surge, so that connected equipment is shielded.

### **2. Why do I need a surge protector?**

You need surge protectors to help prevent power spikes/surges from traveling downstream to the devices connected to the surge protector. When a voltage spike threshold is over 120V (normal in the home), a surge protector blocks the voltage and sacrifices itself in an effort to save the connected equipment.

### **3. What is the Joule Rating of the Genie Surge Protector?**

900 Joules.

### **4. What is a Joule?**

A joule measures energy, and a surge protector's joule rating indicates how much energy it can absorb before it fails. The higher the number, the greater the protection provided.

### **5. How will I know if my Surge Protector is working?**

The Genie Surge Protector has a light indicator that shows you when your devices are protected. Once the light comes on, your devices are being protected from power surges and spikes. If your indicator light is not "on" (illuminated), then it's time to replace your surge protector.

### **6. The LED indicator on my Surge Protector is out, but my connected equipment is still working – is this normal?**

Yes, the Surge Protector will still allow power through to the connected equipment – but it is no longer able to protect the connected equipment from power spikes/surges.

## **7. How long does a Surge Protector last?**

There is no exact lifespan that can be defined. The time is variable as it depends how many spikes/surges occur in your area and how strong those spikes/surges are versus how many joules your protector can absorb.

If the surge or spike is high enough, it can inflict some heavy damage. Even if increased voltage doesn't immediately break your device, it may put extra strain on the components, wearing them down over time and reducing the surge protector's effectiveness. How long this takes depends on the frequency and strength of power spikes/surges

## **8. Will the Genie Surge Protector protect my connected equipment against a lightning strike?**

No, lightning (5xs hotter than the sun!) is not something that can be stopped by this surge protection device.

## **9. Do Genie openers require additional surge protection?**

No, Genie openers do not require additional surge protection to operate. Every Genie opener is manufactured and tested to meet UL and IEC testing specifications.

In areas of frequent power outages or in areas where power quality issues regularly occur, consumers may prefer additional layers of surge protection such as a surge protector (which never hurts). For quality information on how to protect your family and home against lightning and electrical surges, please consult your insurance company.