

FREQUENTLY ASKED QUESTIONS

What are the Voltage Breakdown Ratings for the specified voltages on a Category Series protector?

Voltage Breakdown Rating (@ 100V/sec.)

Product Label Volts	Breakdown Voltage Rating	Product Label Volts	Breakdown Voltage Rating	Product Label Volts	Breakdown Voltage Rating
7.5	5-10	39	29-49	82	60-100
8.2	6-10	62	47-78	220	165-275
16	12-20	68	51-85	235	176-294
27	20-34	75	56-94	270	203-338
30	23-38				

The provided telephone jumper cable is not long enough to reach my equipment. Can I use other cables?

- Yes, any length cable of the same type will work.

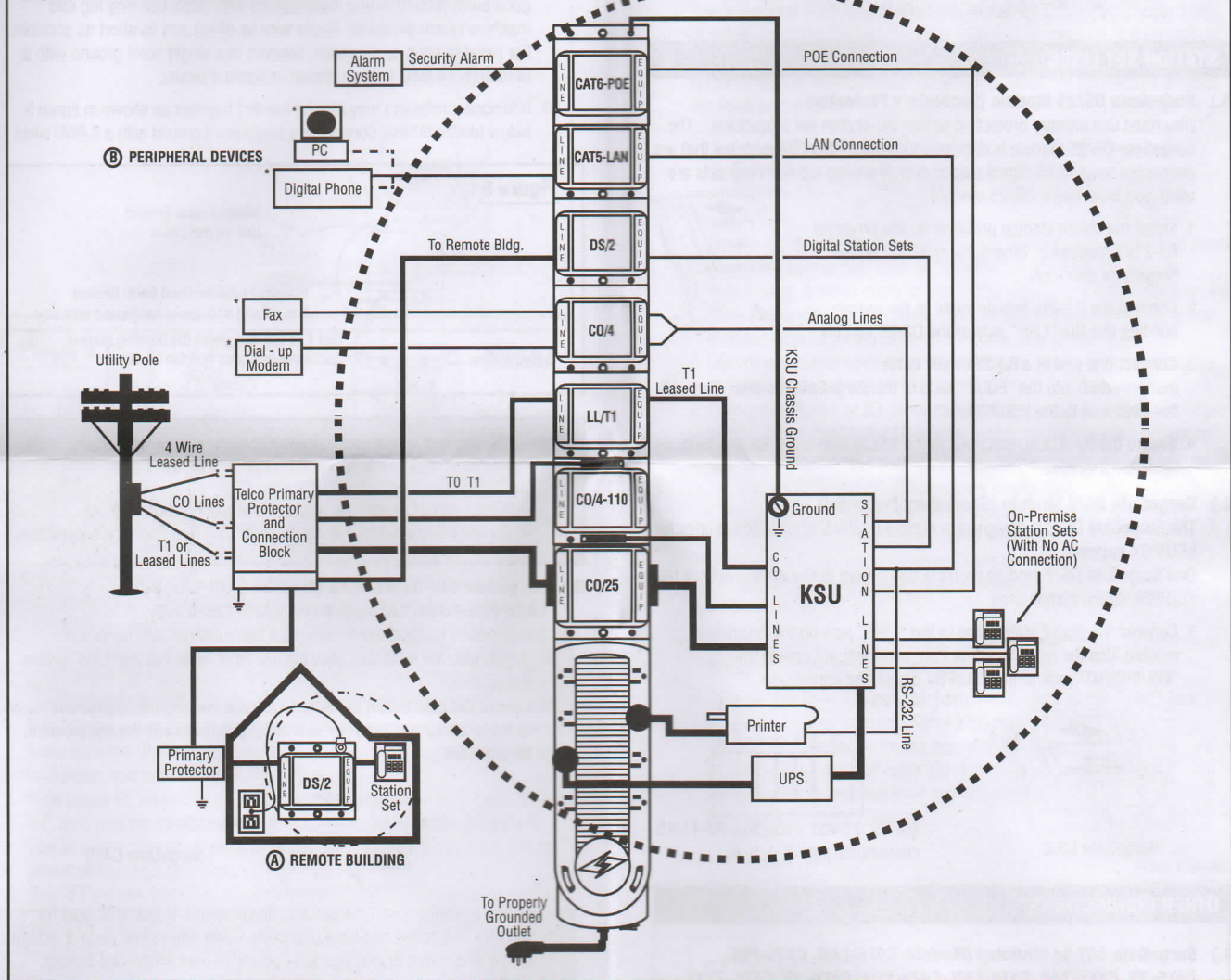
My telecommunication equipment has AC power, but the surge protector will not pass the phone signal. What could be the problem?

- Check to see if your connected equipment is receiving a dial tone.
- If not, bypass the surge protector's phone jacks to see if the protector is damaged.
- If your dial tone returns, the protector is damaged. Call ITW Linx Customer Service Department at 800-336-LINX.
- If you still have no dial tone, a problem with your phone company's lines may exist.

What kind of warranties does ITW Linx offer

- ITW Linx offers a Lifetime Product warranty on all SurgeGate Products. See our website: www.itwlinx.com for up-to-date warranty information.
- ITW Linx also offers Connected Equipment warranty up to \$50,000. See our website: www.itwlinx.com for up-to-date warranty information.

BUBBLE OF PROTECTION



- If there are any wires that run outside the building or between buildings, they must have primary protectors at the building entrance, per NEC or applicable code, and secondary SurgeGate protectors at the piece of equipment (Remote Building).
- Signal or control lines from AC-powered operator-consoles or station sets must pass through additional SurgeGate modules if the console is not plugged into the SurgeGate 4 KSU protector installed at the KSU or PBX.

- To ensure protection against all surges, all peripheral devices (call accounting printers or terminals, voicemail PC's, faxes, dial-up modems, etc.) connected to your KSU/PBX with a data/voice connection must pass through a SurgeGate module protector. There must also be a common ground with the peripherals and the protector at the KSU/PBX. This is done by mounting the peripheral device's SurgeGate modules on to the SurgeGate AC protector and plugging the peripherals' power into the SurgeGate AC protector.

www.itwlinx.com

Customer Service: 1-800-336-LINX (5469)

ITW Linx
Communications Products

Surge Protection Solutions