



IMPORTANT SAFETY AND WARRANTY INFORMATION REGARDING STRIKESORB LIGHTNING AND SURGE PROTECTION

PLEASE READ

SHARE THIS INFORMATION WITH THE END USER AND THE INSTALLER

When ordering a panel that is covered under our Three (3) Year “Bumper to Bumper” Warranty with Lightning & Surge Protection and our “No-Hassle” Chassis Exchange a Strikesorb Surge Protector will be installed in the motor control panel. It is important for both SAFETY and the integrity of the Surge Protection that you order the correct Strikesorb Module. You need to choose one of the following options:

Strikesorb 30-A: designed for use on a 240 Volt Three Phase System (120-150 VAC to ground)

Strikesorb 30-B: designed for use on a 480 Volt Three Phase System (240-275 VAC to ground)

Strikesorb 30-C: designed for use on a 480 Volt Three Phase System (277-350 VAC to ground)

Strikesorb 30-D: designed for use on a 480 Volt Three Phase System (480-550 VAC to ground)

NOTE: On 3/60/480VAC with a grounded leg, there will be no module connected to the grounded leg.

Please specify which Strikesorb you need in writing on your purchase order.

The overwhelming majority of the panels that we build require the Strikesorb 30-C module. Therefore, we have standardized on this module. If you do not specify otherwise, we will install the Strikesorb 30-C module in your panel.

If you do not have the correct Strikesorb module that is specifically designed for your power system it creates a safety hazard that can result in serious injury or death. Also, your motor control panel will NOT protected from lightning and/or power surges which will void your warranty.

When you receive your motor control panel there will information making the installer aware of the installation information for the Strikesorb unit. If the installer determines that a different Strikesorb module is required for the power system please STOP and call North American Electric at (800) 884-0405. We will gladly exchange the Strikesorb module at no additional charge.

See attached additional information along with detailed specifications for the Strikesorb 30 Module Series.

PANEL INSTALLATION AND GROUNDING

Your panel must be installed by an Authorized Installer. An Authorized Installer is someone selected by the Distributor or OEM who has the training, knowledge, and experience to properly install the panel, including proper grounding, and who has the authority to ensure that the work is done properly. If the panel is not installed and grounded properly then the warranty for Lightning and Surge Protection with our “No-Hassle” Chassis Exchange will be void.

When installing your panel you must complete the [installation checklist](#) incorporated herein and located on our website at www.naemotors.com. If a failure should occur that is caused by Lightning or Surge and a warranty claim is filed, then the approval of that claim will hinge on the Strikesorb unit. In order to approve the warranty you must show photographic evidence of the following:

- 1.)The Strikesorb was installed and connected properly.
- 2.)The Panel was grounded properly.

Please provide a clear in-focus, well lit, high resolution image taken with a camera or phone that will provide details of the enclosure and can be enlarged.

See examples of the photos that will be required below:



Front Enclosure
(closed door)



Front Enclosure
(open door)



Left-Side Enclosure



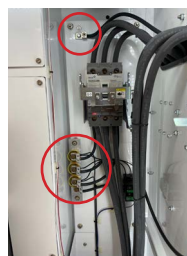
Right-Side Enclosure



Back-Side Enclosure



Enclosed Motor
Starter Label



Enclosure Grounding



Ground-wire to
Grounding Rod

For the warranty claim you will be asked to provide the original photos from the installation along with photos immediately after the failure occurred. This evidence will be required to determine the failure was due to faulty material and/or workmanship or if the failure was due to improper installation.

For more information regarding our warranty claim procedure for panels with Lightning and Surge protection please review [Warranty Claim Procedure for Panels with Lightning and Surge Protection](#).

