

Surge Suppressors - Questions & Answers

I don't get a dial tone when I plug my telephone/modem into my surge suppressor. Why?

There are three common reasons why this occurs: 1) The phone board/jack may be faulty 2) The phone cords are not properly seated in the phone jacks 3) A surge has come through and damaged the phone board of the surge suppressor. Most Tripp Lite surge suppressors carry a lifetime warranty for replacement. Please call our Product Support line at 773-869-1234 for warranty assistance.

After a surge the circuit breaker switch did not reset my surge protector. Why? The circuit breaker on a surge suppressor serves the same purpose as a breaker in the circuit panel of a building. When an unsafe amount of current is pulled through the suppressor the breaker will open and stop the flow of electricity to your equipment. Surges and spikes are short events measured in fractions of a second. These events can deliver hundreds to thousands of amps during that short time span. A circuit breaker takes more time to react to an over-current condition and will not trip for these types of events.

What does it mean when the Line Fault LED is lit? The red fault light indicates a wiring problem with the outlet that the surge suppressor is plugged into. Ungrounded outlets are by far the most common condition that causes this LED to illuminate, but there are other conditions that can also trigger it, such as a loose outlet. If you find that the line fault LED comes on at your location, it would be best to have a qualified electrician find and fix the problem. A line fault condition may affect the surge suppression capability of your unit and invalidate its Ultimate Lifetime Insurance (equipment damage coverage).

Can my surge suppressor protect against brownouts? No. It is designed to protect against surges and spikes only. Line conditioners and UPS Systems are made to protect against brownouts and overvoltages.

Can I daisy-chain surge suppressors? Daisy-chaining is not recommended. Connecting surge suppressors together may cause an overload and trip the circuit breaker. Also, surge suppressors protect against AC surges and spikes by way of MOVs (Metal Oxide Varistors) and these devices should not be put in series. Daisy-chaining will void all warranties.

Does a surge suppressor lose its surge protection over time? Yes, as with all devices that provide protection for AC voltage, but this usually takes several years to occur.

Can I plug my surge suppressor into an ungrounded outlet? In order to channel the excess energy of a surge from connected equipment, a surge suppressor requires connection to a properly wired and grounded AC outlet. Running a surge suppressor from an ungrounded outlet virtually eliminates the suppression in your unit and voids all warranties.

The protection light is out. Is my equipment still protected? No. You should replace the surge suppressor immediately.

Does my surge suppressor provide protection when it is turned off? Yes. Connected equipment is protected regardless of the position of the power switch.

Are the fuses in my surge suppressor replaceable? No. If a surge or spike has more energy than the surge suppressor can shunt to ground, the MOVs will begin to overheat and the thermal fuses next to the MOVs will open. This will cut power to everything connected to the surge suppressor.