

# INSTALLATION & OPERATING INSTRUCTIONS



Southwire™

## SURGE GUARD\*

RV Power Protection

### Voltage Regulator

#### Model 10175 • Rated 120V/240V, 50A

For use on split phase, 3-wire services. Can be used on a 120/208V, 3-wire network.

#### GENERAL DESCRIPTION

The Surge Guard\* voltage regulator (VRSG) is intended for use with recreational vehicles to provide a regulated and reliable source of power. The VRSG continuously monitors line voltage conditions and uses a unique implementation of a special transformer to increase the incoming voltage to an acceptable level when low incoming line conditions exist. In boost mode, the VRSG raises the output voltage by 10% over the incoming line voltage. In bypass mode, the unit becomes a bypass element and simply passes the input voltage directly to the output. In bypass mode, the unit exhibits minimal insertion loss.

**The VRSG is not a protective device and the connected RV will not be protected from damage should an open neutral develop during the course of operation. The fault indicator panel is for indication only. Note: The VRSG is not a surge protector. To achieve the ultimate combination of line voltage and surge protection, use with Surge Guard model 34850, which must be plugged in after (downstream) the VRSG. In addition, to provide surge protection for the VRSG, use Surge Guard model 44270, which must be plugged in before (upstream) the VRSG.**

The unit includes a clearly marked Status and Fault indicator panel with LEDs to show line conditions as well as indicate the voltage status of each output line. The VRSG is designed to be fault tolerant so that it cannot be damaged by an open neutral that results in high voltage on one of the incoming lines.

The VRSG is housed in a metal case that meets the requirements of a rain-tight enclosure for operating in an outside environment. The unit has mounting feet so that it does not sit in standing water. An optional low profile mounting plate can be used to mount the VRSG in any orientation inside the RV.

#### CONNECTION

It is mandatory that this device be connected and used in accordance with the requirements of the National Electrical Code, NFPA 70. For safety purposes, the enclosure is internally connected to the electrical system ground through the safety ground wire in the power cord. This assumes that an adequate ground to the metal chassis of the RV exists. The unit is intended primarily for outdoor use; however, if it is mounted in the RV, it should be located in a well-ventilated area where it is not near flammable objects and should be mounted in the RV by a qualified installer trained in the safety requirements essential to mounting.

When operating in an outdoor environment, the unit should be placed next to the power pedestal in the horizontal, upright position only, resting on the feet, and on a relatively flat surface. This mounting orientation is necessary to prevent the unit from standing in water or from rain intrusion.

Do not plug the RV into the VRSG until line conditions have been thoroughly checked. This can be done by using the following procedure:

1. Assure that the breaker at the power pedestal is in the OFF position before plugging in the VRSG and ensure that the RV is not plugged into the VRSG.
2. After plugging in the VRSG, turn ON the breaker and observe the Status and Fault indicator panel for signs of defective line power. There is an approximate 10 second initialization period before the indicator readings are valid. Should defective line conditions be indicated, the RV park management should be contacted to correct the problem before connecting the RV.
3. If no fault indication is present, turn OFF the breaker in preparation for connecting the RV.
4. Plug the RV into the VRSG. Turn on the breaker to the ON position. At this point, there should only be a few light loads on in the RV to prevent a large inrush current to the breaker which could cause nuisance tripping.

5. Again, observe the Status and Fault indicator panel for indications of a problem. If an over voltage or under voltage condition is shown, immediately turn off the breaker and notify the RV park management of a problem.
6. Note: Poor connections in the power pedestal may not be indicated under light loads. For this reason, it is recommended that the RV be momentarily brought close to full load conditions while the Status and Fault indicator panel is being monitored for signs of a problem.
7. If no fault indications are present, the user can be fairly confident that conditions are adequate for reliable power from the RV park or other locations.

#### CAUTION

Power conditions may be acceptable during initial plug in; however, ongoing line conditions may change during prolonged operation, therefore, it is recommended that a Southwire Surge Guard RV power protection device be installed in conjunction with the VRSG to provide maximum protection as well as regulated power.

#### WARNING

Always assure that power is OFF before connecting or disconnecting the VRSG by turning OFF the pedestal circuit breaker. Never plug or unplug devices to the output of the VRSG without removing power from the VRSG by turning the breaker to the OFF position. Failure to follow this procedure could result in severe shock causing injury or death. This circumstance is worse in wet weather conditions. Never plug or unplug the VRSG in wet weather with the park pedestal circuit breaker in the ON position.

#### OPERATION

The VRSG has two basic modes of operation.

#### LOW VOLTAGE (Boost) MODE

If the park voltage should fall below 110V, the unit will go into the boost mode and raise the output voltage by 10% over the input voltage. The boost mode is indicated by a red illumination of the bi-colored status LEDs. The VRSG will remain in boost mode unless the incoming line voltage drops below 90V. In this case, the unit returns to bypass mode and indicates a low voltage condition on the Status and Fault indicator panel. The VRSG cannot regulate below 90V.

#### BYPASS MODE

If the incoming line voltage is above 110V, or below 90V, the unit will be in bypass mode and only passes the input voltage through to the output without any intervention. The bypass mode is indicated by a green illumination of the bi-colored status LEDs.

Switching modes is accomplished without the use of large contactors to assure a reliable, seamless transition between the bypass and boost modes of operation. Each line voltage control circuit operates independently so that an increase only occurs on the required line. The VRSG is protected from damage due to drastically unbalanced line conditions that can be caused by an open neutral connection.

As mentioned previously, the Status and Fault indicator panel LEDs are provided to show the operating status of the unit. The panel is divided into two sections, one section; indicates if the unit is in boost mode, and the other section indicates fault conditions associated with the incoming line. The fault section of the Status and Fault indicator panel continuously monitors incoming line voltage conditions and can separately indicate either over voltage or under voltage conditions on either line. An under voltage is indicated should the line voltage drop below



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90V. An over voltage condition is indicated should the line voltage rise above 133V. Four red LEDs are used for this purpose with two indicating either over or under voltage on line 1 and two more for line 2 accordingly. Two red LEDs are provided to indicate the condition of the neutral and ground connections. One LED is illuminated if the neutral and ground connections are in good condition. The other LED will be illuminated if there is either an open neutral or an open ground. If both LEDs are illuminated, then there is a phase reversal condition present. That is, the phase and neutral connections are miswired.

The chart below outlines the indications on the panel and summarizes the operation of the unit:

GROUND STATUS			
Location	LED 1	LED 2	Condition
1 & 2	ON (Red)	OFF (Dark)	Ground and neutral connections are good
	OFF (Dark)	ON (Red)	Open and ground or open neutral condition exists
	ON (Red)	ON (Red)	Line and neutral are reversed

UNDER / OVER VOLTAGE CONDITION			
Location	Description	Indication	Condition
3	Red under voltage	ON	Incoming line is under 90V
		OFF	Incoming line is over 90V
4	Red over voltage	ON	Incoming line is over 133V
		OFF	Incoming line is under 133V

VOLTAGE STATUS			
Location	Description	Indication	Condition
5 & 6	Bi-color status LED	Green	<b>Bypass Mode:</b> Unit is passing the incoming line to the output
		Red	<b>Bypass Mode:</b> Incoming line is low
		OFF	<b>No Power</b>

### LIMITED PRODUCT WARRANTY

Southwire Company, LLC warrants that this product, when properly installed or connected according to Southwire's installation procedures, shall be free of defects in materials and workmanship under normal use for a period of one year from date of purchase. For original equipment installed products, warranty is one year from date of purchase, not to exceed two years from date of manufacture. The warranty extends only to the original purchaser and is non transferable, unless it was factory installed onto the RV and is then transferable with the RV coach. During the warranty period, Southwire will, at no charge, repair or replace defective parts or, at the option of Southwire, replace the Surge Guard\* product within a reasonable time after the unit is returned to us. This warranty does not extend to any Southwire product that has been damaged or rendered defective (a) as a result of an accident, misuse, or abuse; (b) by the use of parts not manufactured or sold by Southwire; or (c) by modification of product. Labor charges for removal or replacement of the Surge Guard product are the responsibility of the customer. This Limited Warranty covers only products purchased from an authorized dealer, retailer or seller and does not cover used, salvaged or refurbished products.

[rvpower.southwire.com](http://rvpower.southwire.com)

**Any questions regarding this warranty, please contact 1-800-780-4324**

### NULLIFICATION OF WARRANTY

The occurrence of any of the following nullifies and voids this warranty:

1. Any non-authorized modification, repair, or physical damage to the Surge Guard product, accidental or otherwise, not caused by a defect in material or workmanship.
2. If Southwire determines that the Surge Guard product has been improperly installed (see installation instructions), altered in any way, or tampered with.

The Warranty does not protect against acts of God, such as direct lightning strikes, flood, earthquake and war. It also does not protect against vandalism, theft, normal use wear and tear, erosion, depletion, obsolescence, abuse, or damage due to low voltage disturbances for Southwire products without under voltage protection (i.e. brownouts, sags, or power outages), non authorized program or system equipment modification or alteration.

### SOLE WARRANTY

This warranty contains the sole warranty of Southwire Company, LLC, there are no other warranties, expressed or, except as required by law in the State of Florida, implied, including implied warranty or condition of quality, merchantability or fitness for a particular purpose, and such implied warranties, if any, are limited in duration to the term of this warranty. Southwire expressly disclaims any liability under this warranty for any sums that exceed the retail value of the Surge Guard unit. Some states do not allow limitations on how long an implied warranty lasts.

No agent or representative of Southwire, retailer, distributor or dealer has any express or implied authority to make any representation, promise, guarantee or warranty not stated in the Limited Product Warranty.

In no event shall Southwire be liable for direct, indirect, incidental, special, consequential or multiple damages arising out of the use of the product or damage to the connected equipment, regardless of the legal theory on which such claim is based; even if advised of the possibility of such damage. The excluded damages include, but are not limited to, loss of profits, loss of savings or revenue, loss of life, injury, loss of use of the product or the connected equipment or any associated equipment, loss of software, cost of capital, cost of any subsequent equipment, facilities or services, downtime, the claims of third parties, including customers, and damage to property. Some states do not allow exclusion or limitations of incidental or consequential damages. This warranty is valid in the U.S. and Canada only.

This warranty is in lieu of all other warranties, obligations, or liabilities expressed or implied by the company. Any properly installed device that proves defective in normal use will be repaired or replaced at Southwire's option provided the procedure as stated below is followed:

1. Contact Southwire Customer Support at 1-800-780-4324 to obtain a Return Materials Number.
2. Properly package returned unit. Use original packaging or heavy duty packaging due to the extreme weight of the VRSG.
3. Display Return Materials Number on outside of box.
4. Include Proof of Purchase, including date of purchase.
5. Supply full written description of the problem.
6. Specify your name, address, and daytime phone number.
7. Ship unit postage prepaid directly to:  
**Return Materials Department, Southwire Company, LLC**  
**4525 140th Avenue North, Suite 900, Clearwater, Florida 33762**