
SERVICE PROCEDURES

The Manufacturer warrants to the original purchaser that this unit is free of defects in materials and workmanship under normal use and maintenance for a period of one (1) year from the date of original purchase. If the unit fails within the one (1) year period, it will be repaired or replaced, at the Manufacturer's option, at no charge, when returned prepaid to the Technical Service Center with Proof of Purchase. The sales receipt may be used for this purpose. Installation labor is not covered under this warranty.

All replacement parts, whether new or re-manufactured, assume as their warranty period for only the remaining time of this warranty. This warranty does not apply to damage caused by improper use, accident, abuse, improper voltage, service, fire, flood, lightning, or other acts of God, or if the product was altered or repaired by anyone other than the Manufacturer's Technical Service Center. Consequential and incidental damages are not recoverable under this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. No portion of this warranty may be copied or duplicated without the expressed written permission from the Manufacturer.

Obtaining Warranty Service:

Products requiring service should be returned as follows:

1. Call the Technical Service Center to obtain a Return Reference Number:
USA & Canada = 1-800-544-4124 (6am-6pm PST, 7 days a week) Other = 714-241-6805
2. Package the product carefully to prevent shipping damage
3. Include your name, return address, and a day contact phone
4. Enclose a copy of the dated sales receipt
5. Describe the problem
6. Ship prepaid to: Technical Service Center, 17352 Von Karman Ave., Irvine, CA 92614 U.S.A.
Phone: 1-800-544-4124 or 714-241-6805
Fax: 714-432-3979
Web: www.equus.com
Email: service@equus.com

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.