

Traxxas Lifetime Electronics Warranty
Article #542437

Need electronic repairs after your warranty expires? We make it easy.

Traxxas makes warranty and repair service simple. It begins with a call to 888-TRAXXAS (888-872-9927). One of our friendly and knowledgeable support technicians will help you determine the best way to get your model back in action with fully functional electronics. Often a product might appear to be defective or malfunctioning only because it is being used improperly or requires a simple adjustment. One phone call to our experienced support staff just might get you back running quickly and easily! If you do require service after the expiration date of the warranty period, Traxxas will repair or replace electronic components at a fixed rate (see chart below) plus \$5.00 U.S. for shipping and handling. **The electronic products covered by this extended service plan include electronic speed controls, transmitters, receivers, servos, battery chargers and DTS-1.** Brushed motors and mechanical speed controls are not covered. Other mechanical repairs will be estimated separately. The covered repairs are limited to non-mechanical components that have NOT been subjected to modification, abuse, misuse, or neglect. Products damaged by intentional abuse, misuse, or neglect, may be subject to additional charges.

Item	Warranty Charge	Shipping/Handling (domestic)	Total Charges
#3385X - VXL-6s Marine	\$80.00	\$5.00	\$85.00
#3381X - Velineon 540XL Motor	\$70.00	\$5.00	\$75.00
Mamba Monster 100 Motor	\$125.00	\$5.00	\$130.00
Mamba Monster 100 ESC	\$120.00	\$5.00	\$125.00
ET-3s Motor	\$80.00	\$5.00	\$85.00
ET-3s ESC	\$70.00	\$5.00	\$75.00
Mamba Monster Motor	\$100.00	\$5.00	\$105.00
Mamba Monster ESC	\$100.00	\$5.00	\$105.00
#3376 - MXL-6s Motor	\$100.00	\$5.00	\$105.00
#3377 - MXL-6s Waterproof ESC	\$110.00	\$5.00	\$115.00
#3351R - VXL 3500 Motor	\$35.00	\$5.00	\$40.00
#3355R - VXL-3s Waterproof ESC	\$50.00	\$5.00	\$55.00
#3375 - VXL-3m Waterproof ESC	\$40.00	\$5.00	\$45.00
#3371 - VXL 380 Motor	\$25.00	\$5.00	\$30.00
#3019, 3019R - EVX-2	\$45.00	\$5.00	\$50.00
#3018, 3018R, 3018X - XL-5	\$20.00	\$5.00	\$25.00
#3016 - XL 10	\$30.00	\$5.00	\$35.00
#3017 - XL-10m	\$30.00	\$5.00	\$35.00
#3024, 3024R - XL-2.5	\$20.00	\$5.00	\$25.00
#2222, 2225, 2227 - TQ Transmitter	\$25.00	\$5.00	\$30.00
#6510 - Docking Base, TQi	\$30.00	\$5.00	\$35.00
#6513, 6514, 6515 - TQi Transmitter	\$40.00	\$5.00	\$45.00
#6518 - TQi Receiver	\$20.00	\$5.00	\$25.00
#6516, 6517 - TQ 2.4 Transmitter	\$20.00	\$5.00	\$25.00

Traxxas Warranty Service
Article #542423

How do I get Traxxas warranty service?

All warranty claims should be handled directly through Traxxas and not your hobby dealer. If you suspect you have a warranty claim, [contact Traxxas](#) toll free at 1-888-TRAXXAS (1-888-872-9927). Many times we are able to immediately solve problems over the phone. Traxxas Corporation assumes responsibility for their products and will repair or replace any defective product at their sole discretion.

Our toll-free customer service line provides direct access to our highly experienced factory trained representatives. In most cases, warranty items are sent out the same day the request is received. In the event that factory service is required, our technicians are usually able to make repairs within a 3-5 working day time frame after we receive the product.

In addition to these warranties, Traxxas offers an extended service plan for electronic components after the 30-day warranty has expired. This plan states that Traxxas will repair electronic components at any time throughout the life of the part for a flat rate plus \$5.00 for shipping and handling. The electronic components covered under this service plan include certain Traxxas transmitters, receivers, servos, motors, and speed controls. The repair rate varies with the model of the electronic component. [Click here to look up the rate for your ESC model and more information on Traxxas' extended service programs.](#)

Traxxas also offers a [Lifetime Engine Replacement Plan](#) for nitro-powered models as part of our [Power-Up Program](#). This plan allows you, at any time throughout the lifetime of your TRX Pro.15, TRX 2.5, or TRX 3.3 engine, to exchange it for a brand-new engine at 50% of the suggested retail price of the new TRX engine. In addition to using this program to replace your engine with a new, identical engine, you can also use the [Power-Up Program](#) to upgrade from the TRX Pro .15 to the TRX 2.5, or from the TRX 2.5 to the TRX 3.3. For more information on any of the Traxxas warranties or any of our other service plans, contact our customer service department.

To take advantage of any of the services we offer, or if you believe you have a warranty issue to solve, simply send in the item(s) in question to the [Traxxas mailing address](#) with attention to customer service. **Be sure to include a copy of your receipt, a note describing the reasons you are sending the item(s) in to our repair lab, a daytime phone number, and a return shipping address.**




Traxxas Lifetime Electronics Warranty

Use this form after the expiration of the 30-day warranty.

Call us first! Before you begin the process of obtaining warranty or repair service, please call us at 1-888-TRAXXAS and speak with one of our friendly and knowledgeable support technicians. Often a product might appear defective, or to malfunction, only because it is being used improperly or requires a simple adjustment. One phone call to our experienced support staff just might get you back running quickly and easily! After the expiration date of the warranty period, Traxxas will repair electronic components at a fixed rate (see chart below) plus \$5.00 U.S. for shipping and handling. The electronic products covered by this extended service plan include electronic speed controls, transmitters, receivers, servos, and battery chargers. Brushed motors and mechanical speed controls are not covered. Other mechanical repairs will be estimated separately. The covered repairs are limited to non-mechanical components that have NOT been subjected to abuse, misuse, or neglect. Products damaged by intentional abuse, misuse, or neglect, may be subject to additional charges.

Please complete and enclose with payment and product.

Name		
Address		
City	State / Province	Zip / Country Code
Daytime Phone (very important) ()		E-Mail (required for international orders)
Please Describe the Problem		
Payment <input type="checkbox"/> Money Order <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Discover <input type="checkbox"/> American Express		
Name As It Appears On Credit Card		
Credit Card Number	Credit Card Expiration Date	Validation # 
Cardholder's Signature	Printed Name on Credit Card	

Payment*:

X	Item	Warranty Charge	Shipping/Handling (domestic)	Total Charges
<input type="checkbox"/>	#3385X - VXL-6s Marine	\$80.00	\$5.00	\$85.00
<input type="checkbox"/>	#3381X - Velineon S40XL Motor	\$70.00	\$5.00	\$75.00
<input type="checkbox"/>	Mamba Monster 100 Motor	\$125.00	\$5.00	\$130.00
<input type="checkbox"/>	Mamba Monster 100 ESC	\$120.00	\$5.00	\$125.00
<input type="checkbox"/>	ET-3s Motor	\$80.00	\$5.00	\$85.00
<input type="checkbox"/>	ET-3s ESC	\$70.00	\$5.00	\$75.00
<input type="checkbox"/>	Mamba Monster Motor	\$100.00	\$5.00	\$105.00
<input type="checkbox"/>	Mamba Monster ESC	\$100.00	\$5.00	\$105.00
<input type="checkbox"/>	#3376 - MXL-6s Motor	\$100.00	\$5.00	\$105.00
<input type="checkbox"/>	#3377 - MXL-6s Waterproof ESC	\$110.00	\$5.00	\$115.00
<input type="checkbox"/>	#3351R - VXL 3500 Motor	\$35.00	\$5.00	\$40.00
<input type="checkbox"/>	#3355R - VXL-3s Waterproof ESC	\$50.00	\$5.00	\$55.00
<input type="checkbox"/>	#3375 - VXL-3m Waterproof ESC	\$40.00	\$5.00	\$45.00
<input type="checkbox"/>	#3371 - VXL 380 Motor	\$25.00	\$5.00	\$30.00
<input type="checkbox"/>	#3019, 3019R - EVX-2	\$45.00	\$5.00	\$50.00
<input type="checkbox"/>	#3018, 3018R, 3018X - XL-5	\$20.00	\$5.00	\$25.00
<input type="checkbox"/>	#3016 - XL 10	\$30.00	\$5.00	\$35.00
<input type="checkbox"/>	#3017 - XL-10m	\$30.00	\$5.00	\$35.00
<input type="checkbox"/>	#3024, 3024R - XL-2.5	\$20.00	\$5.00	\$25.00
<input type="checkbox"/>	#2222, 2225, 2227 - TQ Transmitter	\$25.00	\$5.00	\$30.00
<input type="checkbox"/>	#6510 - Docking Base, TQi	\$30.00	\$5.00	\$35.00
<input type="checkbox"/>	#6513, 6514, 6515 - TQi Transmitter	\$40.00	\$5.00	\$45.00
<input type="checkbox"/>	#6518 - TQi Receiver	\$20.00	\$5.00	\$25.00
<input type="checkbox"/>	#6516, 6517 - TQ 2.4 Transmitter	\$20.00	\$5.00	\$25.00

*amount checked will be charged to your credit card

Note:

Prices and part numbers are subject to change without notice.

Go to Traxxas.com/support for the latest information.

*International Orders:

International orders must be paid by credit card (MasterCard, Visa, American Express or Discover). Outside of the continental U.S., shipping charges are higher. Call or fax us for an estimate of the shipping charges to be returned to you via e-mail (e-mail address required). For faster service, you may authorize Traxxas to add freight charges to your order without approval (initial the following box).

I authorize Traxxas to add the international freight charges to my order without a prior estimate and approval.

*All prices are U.S. dollars. Terms and conditions subject to change.

Return Procedure:

The electronic component being returned for repair should be removed from the vehicle and returned to Traxxas, along with:

- 1) Full payment in the form of a credit card number (Visa, MasterCard, Discover or American Express) or money order (including shipping and handling).
- 2) Completed Lifetime Electronics Warranty form.

Do not send the entire model, only the damaged component. Remove all batteries. The package shipped to Traxxas should be insured to cover the value of a new replacement. Traxxas cannot be responsible for items lost in transit to Traxxas.

TRAXXAS.COM

Traxxas, 6200 Traxxas Way, McKinney, TX 75070, Phone: 972-549-3000, Toll Free In the U.S. 1-888-TRAXXAS, Fax: 972-549-3011, E-mail: support@Traxxas.com

Form ESP IC1681 Rev 140421

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.