



VEHICLE WARRANTY INFORMATION

Redcat Racing is the premier source for quality gas, nitro, and electric vehicles. As with all R/C vehicles, Redcat understands that there may be occasional manufacturing defects which can slip through our quality inspection procedures. To combat this, Redcat offers one of the industry's most aggressive warranty packages, including limited lifetime warranties on both nitro engines and all electronics!

Your Redcat Racing product is covered under a limited warranty for a period of 90 days from the date of purchase. If you believe you have a warranty claim, simply fill out this form <http://www.redcatracing.com/information/warranty-form.html> and include all information associated with the claim. *This warranty does not cover certain items as listed below, or damage caused by misuse or improper set-up*.*

*Examples of misuse are as follows: Visible crash damage, Evidence of running through mud/water, and modified cases/heat sinks on electronics.
Note: Non-factory connectors and/or soldering also constitutes misuse for all electronic components.

All warranty claims must be handled through Redcat Racing and not your hobby dealer. This ensures that your claim is handled in a prompt manner by our trained technical staff. Please complete the linked warranty claim form and/or warranty parts return order form to move forward with the process.

Items <u>NOT</u> covered under Redcat Racing 90 day limited warranty	
Nitro/Gas Engines	http://www.redcatracing.com/information/warranty/LifetimeEngineWarranty.pdf
Electronics	http://www.redcatracing.com/information/warranty/LifetimeElectronicsWarranty.pdf
Gears, including clutch bell and others	Wear Items – Not covered under warranty
Clutch and clutch springs	Wear Items – Not covered under warranty
Engine pull starter	Wear Item – Not covered under warranty

If you have a specific part problem Redcat Racing will determine if the issue in question is covered under warranty and will contact you within 72 business hours after the warranty claim form has been completed and submitted to us. If determined that the part(s) are covered under warranty, Redcat will send you the part(s) at no charge. Redcat may ask for some parts to be returned prior to sending out replacement parts such as remote controls, engines and possibly some other items.

If you have a vehicle problem, please fill out the warranty claim form and click on the vehicle button. Once the form is submitted and approved, you may ship the entire vehicle back to Redcat Racing along with a completed warranty parts return form. Once received, Redcat technicians will inspect and repair your vehicle with no charges for labor. Redcat reserves the right to require payment for any additional parts needed if they are not covered under warranty. Redcat also requires payment for shipping the item back to you, which will be charged to your credit card. Note: Unless agreed to in advance by one of our technicians, Redcat Racing does not reimburse customers for fees incurred in shipping a warranty item/vehicle back to us.

Redcat Racing
3145 East Washington Street
Phoenix, AZ 85034



LIFETIME ENGINE WARRANTY

Redcat is pleased to expand on one of the industry's leading electronics warranties. Redcat now offers a lifetime engine replacement program for all of Redcat's Nitro and Gas engines. After the initial warranty period has expired, simply return your damaged engine to Redcat and we will replace it for only 1/2 of the retail price of the replacement motor you want to buy plus return shipping.

Program Requirements:

- Complete the attached Engine Replacement Form, being sure to include the P/N for the engine you want as a replacement.
- Provide valid credit card information for Redcat to process payment for your replacement engine.
- Engine being returned must be complete. **You must include the cooling head, carburetor, backplate, pull start and all internal engine components.**
- All parts must be removed from the engine that is specific to your vehicle (clutchbell, clutch, clutch nut, flywheel, engine mounts, air filter, and manifold.)
- Please include a copy of your original invoice or packing slip included with the return. Invoice can be from Redcat Racing or one of Redcat Racing's authorized dealers.

When we receive the engine, we will quickly send you the brand new replacement engine. You will receive an email with your invoice & tracking number when we ship. If you have any questions please email us at support@redcatracing.com or contact us at (602) 454-6445.

Redcat Racing
3145 East Washington Street
Phoenix, AZ 85034



Engine Replacement Warranty Form

Mail Completed Form and Engine to:

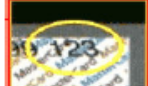
Redcat Racing
3145 E Washington St
Phoenix, AZ 85034

Note: Redcat Racing deals with warranty issues directly with our customers. Redcat's individual dealers are not obligated to honor or participate in any warranty claims as they may not have the expertise and/or stock available to issue a warranty replacement.

Uncertain of Parts? Contact us at 602-454-6445

Name:	
Mailing Address:	
City:	
State/Province:	
Zip/Country Code:	
Daytime Phone:	
E-mail: <i>(Required for International orders)</i>	

Payment Type: (Circle One)	<input type="checkbox"/> Visa	<input type="checkbox"/> Mastercard	<input type="checkbox"/> Discover	<input type="checkbox"/> American Express
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Printed Name on Credit/Debit Card:		Validation Number <i>(On Back of Card)</i> 
Credit/Debit Card Number:	-----	
Credit/Debit Card Expiration Date:	-----	
Credit/Debit Card Validation # (3 Digits)	---	
Cardholder's Signature:		

P/N	Qty	Description	Price Ea.	Total

<i>Note: Allow 3-4 weeks for delivery. This includes the time it takes for Redcat to receive, process, fill, and return your order. All shipping will be done through either UPS or the US Postal Service.</i>	Total	
	AZ Residents - Add 9.3% Sales Tax to Total	
	Shipping & Handling (US Only)	\$5.00
	Shipping & Handling (Canada)	Contact
	Total Order	



LIFETIME ELECTRONICS WARRANTY

Redcat is pleased to now offer one of the industry's leading electronics warranties. After the initial warranty period has expired, simply return your damaged electronics to Redcat and for a small fee Redcat will send a replacement part to you.

Items covered: Motors, servos, receivers, transmitters, electronic speed controllers, and wall chargers.

Replacement part pricing structure:

	Warranty Cost	Shipping Charge	Misuse Charge (if applicable)	Replacement Cost (Not to Exceed)
Motors (Brushed)	\$10.00	\$5.00	\$5.00	\$20.00
Motors (Brushless)	\$60.00	\$5.00	\$30.00	\$95.00
Servos (9kg or smaller)	\$10.00	\$5.00	\$10.00	\$25.00
Servos (larger than 9kg)	\$25.00	\$5.00	\$10.00	\$40.00
Wall Chargers	\$5.00	\$5.00	\$5.00	\$15.00
Transmitters	\$25.00	\$5.00	\$10.00	\$40.00
Speed Controllers (Brushed)	\$25.00	\$5.00	\$10.00	\$40.00
Speed Controllers (Brushless)	\$60.00	\$5.00	\$30.00	\$95.00

Examples of misuse are as follows: Modifying cases/heat sinks, and visible crash damage. **Note that non-factory connectors and/or soldering also constitutes misuse and the full additional charge will be applied to your return.*

Redcat reserves the right to upgrade to a "best available substitute" if a returned item has been discontinued and/or upgraded.

Please use the attached warranty parts return form and include along with the part(s) being returned for evaluation. Redcat will review each part returned and update the final cost(s) associated with your return. A final copy of these costs along with any note(s) found during inspection will be included for your records.



Warranty Parts Return Form

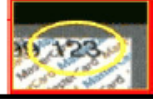
Mail Completed Form and Parts to:

Redcat Racing
3145 E Washington St
Phoenix, AZ 85034

Note: Redcat Racing deals with warranty issues directly with our customers. Redcat's individual dealers are not obligated to honor or participate in any warranty claims as they may not have the expertise and/or stock available to issue a warranty replacement.

Uncertain of Parts? Contact us at 602-454-6445

Name:	
Mailing Address:	
City:	
State/Province:	
Zip/Country Code:	
Daytime Phone:	
E-mail:	

Payment Type: (Circle One)	<input type="checkbox"/> Visa	<input type="checkbox"/> Mastercard	<input type="checkbox"/> Discover	<input type="checkbox"/> American Express
Printed Name on Credit/Debit Card:				
Credit/Debit Card Number:			Validation Number (On Back of Card)	
Credit/Debit Card Expiration Date:				
Credit/Debit Card Validation # (3 Digits)				
Cardholder's Signature:				

P/N	Qty	Description	Price Ea.	Total

Note: Allow 3-4 weeks for delivery. This includes the time it takes for Redcat to receive, process, fill, and return your order. All shipping will be done through either UPS or the US Postal Service.	Total	
	AZ Residents - Add 9.3% Sales Tax to Total	
	Shipping & Handling (US Only)	\$5.00
	Shipping & Handling (Canada)	Contact
	Total Order	



AIRCRAFT WARRANTY INFORMATION

Redcat Racing is the premier source for quality ARF electric aircraft. As with all R/C aircraft, Redcat understands that there may be occasional manufacturing defects that slip through our quality inspection procedures. To combat that, Redcat offers one of the industry's most aggressive warranty packages, including limited lifetime warranties on all electronics!

Your Redcat Racing product is covered under a limited warranty for a period of 90 days on the aircraft. If you believe you have a warranty claim, simply fill out the form in the link above and include all information associated with the claim. *This warranty is limited to the aircraft only! Redcat is not held responsible for any 3rd party damage sustained due to the operation and/or misuse of your aircraft*.*

*Examples of misuse are as follows: Visible crash damage, Modification of aircraft structure, and modified cases/heat sinks on electronics.
Note: Non-factory connectors and/or soldering also constitutes misuse for all electronic components. ALL safety precautions listed in the front of your owner's handbook and training DVD must be followed at all times! Redcat is not responsible for improper set-up, training, or operation of your aircraft. Your warranty claim will be denied if proper procedures have not been followed.

In the case of shipping damage upon initial receipt, Redcat requires that photographs fully showing the damage must be taken and submitted within 24 hours of purchase (if from physical dealer) or with 24 hours of a tracking number notice of delivery.

All warranty claims must be handled through Redcat Racing and not your original hobby dealer. This ensures that your claim is handled in a prompt manner by our trained technical staff. Please complete the linked warranty claim form and/or warranty parts return order form.

If you have a specific part problem Redcat Racing will determine if the issue in question is covered under warranty and will contact you within 3 business days after the warranty claim form has been completed and submitted to us. If determined that the part(s) are covered under warranty, Redcat will send you the part(s) at no charge. Redcat may ask for some parts to be returned prior to sending out replacement parts such as remote controls, engines and possibly some other items.

If you have an aircraft problem, please fill out the warranty claim form and click on the aircraft button. Once the form is submitted and approved, you may ship the entire aircraft back to Redcat Racing along with a completed warranty parts return form. Once received, Redcat technicians will evaluate your aircraft and determine whether or not it is under warranty. If your problem is covered under warranty, Redcat will repair your vehicle with no charges for labor. Redcat reserves the right to require payment for any additional parts needed if they are not covered under warranty. Redcat is not liable for visible damage that may occur in transit. Please use precaution when packaging your aircraft for return to Redcat. Redcat also requires payment for shipping the item back to you, which will be charged to your credit card. Note: Unless agreed to in advance by one of our technicians, Redcat Racing does not reimburse customers for fees incurred in shipping a warranty item/aircraft back to us.

Redcat Racing
3145 E Washington St
Phoenix, AZ 85034

General Warranty Information

These warranties cover defects with the materials, workmanship, or assembly at factory only. All replacement parts and warranty approvals are at the sole discretion of Redcat Racing.

These warranties do not cover breakage due to abuse, improper break-in, improper setup, or improper operation.

Redcat does not accept any returns if fuel has been put into the vehicle or if the vehicle has been used in any way. New item returns are subject to a 15% restocking fee and all returned items must first receive a return merchandise number from Redcat prior to shipment.

If the item was purchased from a Redcat reseller, the return must be handled through them directly and they may have different policies regarding returns.

Warranty

Limited 90 Day Warranty

All warranty claims must be handled through Redcat Racing and not your hobby dealer. [Go to the Warranty Form](#)

Warranty Claims

If you believe you have a warranty claim, simply fill out the form in the link above and include all information associated with the claim.

Parts Problem

If you have a specific part problem Redcat Racing will determine if the issue in question is covered under warranty and will contact you within 3 business days after form submission. If determined that the part or parts are covered under warranty, Redcat will send you the part(s) at no charge. We may ask for some parts to be returned prior to sending out replacement parts such as remote controls, engines and possibly some other items.

Vehicle Problems

If you have a vehicle problem, please fill out the warranty claim form and click on the vehicle button. Once the form is approved, you may send the entire vehicle back to Redcat Racing and the Redcat technicians will repair your vehicle at no charge for labor but may require payment for parts needed if they are not covered under warranty. We will require payment for shipping the item back to you.

<http://www.redcatracing.com/Warranty-Form>

Items Not Covered

- Drive train and suspension parts
- Gears Including spur, clutch-bell and others
- Clutch & Clutch Spring
- Pull Start

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.