



**USER AVIATION FACTORY DIRECT WARRANTY
(FOR AVIATION PRODUCTS ONLY)**

* Whelen Engineering Company, Inc. ("Whelen") warrants products of its manufacture against defects in material and workmanship for the time periods noted below, provided that the product has been installed and operated in accordance with the manufacturer's recommendations. During the applicable warranty period, the Whelen Service Center† will repair or replace (at its option) any Whelen parts or electronic assemblies of the unit having a defect in material or workmanship. Whelen will pay ground transportation from the Whelen factory to customer via U.P.S. Ground where available (in the continental United States).

* The above warranty is between the end consumer (ultimate user) and Whelen (manufacturer). No prior authorization is required for returning Whelen products for warranty consideration. Each Whelen product sold is covered only by the official warranty in effect at time of purchase.

* This warranty is not applicable to any Whelen product that has failed due to abuse, misuse, improper installation, excessive voltages, or alterations to the product that affect, in the manufacturer's judgment, intended use and service. Whelen shall not be liable for any indirect, consequential, special, punitive or incidental damages, and Whelen assumes no responsibility or liability for expenses incurred in: (i) the removal and/or re-installation of products requiring service and/or replacement; (ii) the packaging, handling, and shipping of products to the Whelen Service Center†; and/or (iii) the handling of products returned from the Whelen Service Center† after service or replacement.

*** THIS WARRANTY IS THE ONLY WARRANTY ON WHELEN AVIATION PRODUCTS AND IS MADE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES AND REPRESENTATIONS, EXPRESS, IMPLIED OR OTHERWISE, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ALL OF WHICH ARE HEREBY DISCLAIMED.**

All Whelen incandescent and halogen bulbs, or polycarbonate/plastic materials are not covered by this warranty. This warranty will be void when using or substituting other than all-genuine Whelen system components, such as remote head assemblies, xenon flash tubes, or shielded cables.

* Whelen reserves the right to modify this warranty at any time or discontinue, modify, or upgrade any products of its manufacture with design improvements without prior notice.

This warranty gives you specific rights, and you may also have other rights which vary from state to state.

**WHELEN ELECTRO-MECHANICAL AND STROBE PRODUCTS
2-YEAR WARRANTY**

* Whelen Strobe Power Supplies & Electronic Flasher Assemblies are covered by a factory direct warranty for up to a maximum two years from date of purchase (not to exceed three years from date of manufacture), with proof of purchase. In accordance with the factory direct warranty described herein, the unit may be returned directly to the Whelen Service Center† for warranty consideration.

5-YEAR WARRANTY

* Aviation LED product is covered by a factory direct warranty up to a maximum five years from date of purchase (not to exceed six years from date of manufacture), with proof of purchase. In accordance with the factory direct warranty described herein, the unit may be returned directly back to the Whelen Service Center† for warranty consideration.

12-MONTH DIRECT WARRANTY - XENON FLASH TUBES

If the Xenon flash tube assembly is returned to Whelen within 12 months of the date which it is affixed to the flash tube, Whelen will repair or replace (at its option) that flash tube free of charge ONE TIME ONLY, subject to the conditions and steps described herein.

12-MONTH EXTENDED WARRANTY - WHELEN REBUILT STROBE POWER SUPPLIES

Whelen offers to rebuild or replace, free of charge, any part of its strobe light power supplies that have been rebuilt by Whelen within 12 months and are less than 5 years old, subject to the conditions and steps described herein.

WHELEN OUT-OF-WARRANTY FACTORY REBUILD PROGRAM

* If Whelen finds a Whelen Aviation product to be serviceable, the Whelen Service Center† will service that Whelen Aviation product for a separate charge. This service does not include replacement of any other electro-mechanical parts, including flash tubes, polycarbonate domes, motors, or hardware items. Follow the "Steps To Be Taken For Return" noted below. Rebuild charges will be based on the manufacturing date of the unit. For further information, contact the Whelen Service Center.

STEPS TO BE TAKEN FOR WARRANTY RETURN:

- 1) Whelen products are to be returned **freight prepaid** to the:
 - * Whelen Service Center
 - 51 Winthrop Road, Chester, CT 06412-0684
 - Do not ship by bus.**
- 2) Include a short statement explaining the problem.
- 3) Include your name, address, and day-time telephone number.
- 4) **Non Warranty Service:** All returned freight and Customs and Brokerage fees will be the responsibility of sender or designated representative.
- 5) **Warranty Service:** Whelen will pay ground transportation from the Whelen Service Center† to the customer via U.P.S. Ground where available in the continental United States.



51 WINTHROP ROAD, CHESTER, CONNECTICUT 06412-0684
 TELEPHONE: (860) 526-9504 • FAX: (860) 526-2009
 WEBSITE: www.whelen.com • EMAIL: aviation@whelen.com
 WHELEN 800 FAX ORDER LINE ONLY: 800-637-8762

— EFFECTIVE 2/01/15, REPLACES ALL PREVIOUSLY PUBLISHED SERVICE POLICIES —

† The only AUTHORIZED WHELEN REPAIR CENTER(S) are predetermined by the Whelen Factory via official listing obtained from

* **New/Revised**

Whelen Engineering Company, Chester, CT.

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