

## **MASS NOTIFICATION PRODUCTS ONLY**

# **USER DIRECT WARRANTY**

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Whelen's warranty on Whelen Mass Notification Products is limited to the following:

For a period of 24 months from the date of manufacture, Whelen will repair\* or replace at its option, defective modules, which are manufactured by Whelen Engineering Company, Inc. in their entirety, and are returned by the customer via prepaid freight. Whelen will return repaired modules via prepaid ground transportation if shipping address is within the 48 contiguous states or District of Columbia. Repaired modules shipped outside of the 48 contiguous states or District of Columbia are at customer's expense.

Excluded from warranty consideration is any loss arising from vandalism, tampering, misuse, improper installation, environmental damage or alterations to the product.

A "pass-through" warranty is offered for products manufactured by other companies that are sold with Whelen Mass Notification Products. Typical examples of such products include, but are not limited to: computers, printers, weather data sensors, un-interruptible power supplies, and batteries. Warranties on these products are "pass-through", meaning the equipment warranty will be limited to that offered by the equipment's original manufacturer and that the warranty will exist solely between the manufacturer and end user. Exceptions will be by prior contractual agreement only.

For a three year period following the 24 month warranty, Whelen will repair defective modules, which are manufactured in their entirety by Whelen and are returned to Whelen via prepaid freight for a flat fee. Whelen reserves the right to determine if the unit is repairable. This flat fee is now \$75 per module. This offering is limited to defective modules, exclusive of any loss arising from vandalism, misuse, improper installation, tampering or environment damage. Whelen warrants its repair of defective modules for a period of one year.

Whelen will not be held liable for any incidental or consequential damages, and assumes no responsibility or liability for expenses incurred in the removal and/or reinstallation of products requiring service and/or repair, nor the packaging, handling and shipping to the Factory Repair Center; nor for the handling of products returned from the repair center after service or repair. Failure to use the batteries recommended by Whelen Engineering Company, Inc. will void your warranty.

There are no warranties, expressed or implied, including, but not limited to, any implied merchantability or fitness for a particular use.

Whelen Engineering Company, Inc. reserves the right to 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<sup>®</sup>**

**ENGINEERING COMPANY, INC.**

**51 Winthrop Road, Chester, CT 06412-0684**

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PWSWARR-10572E-110309

\* The only AUTHORIZED WHELEN REPAIR CENTER(S) are predetermined by the Whelen Factory via official listing obtained from Whelen Engineering Company Inc., Chester, CT.