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# WHELEN

## PREMIER NO-HASSLE WARRANTY

(FOR AUTOMOTIVE PRODUCTS ONLY)

Whelen Engineering Company, Inc. warrants products of its manufacture against defects in material and workmanship. This is provided that the product has been installed and operated in accordance with the manufacturer's recommendations. During the warranty period (see below) the Factory Repair Center or an Authorized Whelen Repair Center† will repair or replace (at its option) any parts or electronic assemblies of the unit which disclose a defect in material or workmanship. The Whelen Repair Center will return the repaired unit, with the transportation cost prepaid by Whelen via UPS Ground.

The above warranty is between the first purchaser (ultimate user) only and Whelen Engineering Company, Inc. (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 from damage as a result of incompatible chemicals (including de-icing or road treatment) or cleaning products; or due to abuse, misuse, improper installation, excessive voltages, or alterations to the product that affects, in the manufacturer's judgment, intended use and service. 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 re-installation of products requiring service and/or repair; nor the packaging, handling, and shipping to the Factory Repair Center or Authorized Whelen Repair Center†; nor for the handling of products returned from the repair center after service or repair.

There are no other 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 modify this warranty statement at any time; or discontinue, modify, or upgrade any products of its manufacture with design improvements without prior notice.

The use of magnetic or vacuum/suction mounted warning lights mounted on the roof or exterior of a vehicle in motion is at the sole discretion and risk of the user. Whelen Engineering makes no warranties or guarantees of equipment used in this way.

All power plugs/cigar plugs, incandescent and halogen bulbs, polycarbonate/plastic materials, radar products, aviation equipment, industrial products and high-power voice/siren systems are not covered by this warranty (see applicable warranty statement).

All Non-Whelen manufactured items that are sold by Whelen are covered by that manufacturer's warranty and are excluded from this warranty statement (such as GTT Emitters, and batteries). This warranty will be void when using or substituting other than all-genuine Whelen system components, such as remote head assemblies, xenon flash tubes, shielded cables, strobe power supplies, siren amplifiers, and siren speakers. This warranty gives you specific rights, and you may also have other rights which vary from state to state.

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### STANDARD / 2-YEAR WARRANTY

\*Whelen products are covered by a direct warranty for up to a maximum of two years from date of purchase (not to exceed three years from the date of manufacture), with proof of purchase for items that are not listed below. In accordance with the policy statement described herein, the product may be returned directly to the factory or to an Authorized Whelen Repair Center† for warranty consideration. Whelen siren speakers, when used with a Whelen siren amplifier, are covered by a 2-year warranty from the date of manufacture. For warranty consideration, the siren speakers are subject to the conditions and steps described herein.

## SIRENS, LED PRODUCT, CONTROL HEADS AND SWITCH BOXES

### 10-Year Warranty

CenCom Core® and WeCanX® peripherals: Electronic circuit boards are covered by a 10-year warranty.

LED Lightheads (ION™, ION T-Series™, ION Mini T-Series™, M Series™, Vertex™, Micron™, V23™ Series, Strip-Lite™ Plus, FST™/RST™/XLP Inner Edge®, and Liberty™ II, Freedom® IV, and Legacy®): Electronic circuit boards (I/O and lightheads) are covered by a 10-year warranty.

### 5-Year Warranty

CenCom Sapphire™, Carbide™, 295HFS, 295SLS, 295SSA, and 295SDA: Electronic circuit boards are covered by a 5-year warranty.

LED lightheads not listed in the 10-Year Warranty section: the electronic circuit boards are covered by a 5-year warranty.

WeCan®/LC/HC IO Boards, and Flashers: Electronic circuit boards are covered by a 5-year warranty.

### 2-Year Warranty

295SL100 Series, Howler™, Alpha™, Beta™, Epsilon™, HHS, WPS, WSS, PAP112 and PAH112 series: Electronic circuit boards are covered by a 2-year warranty.

Economical Sirens, Airhorns, Traffic Advisor™ Control Heads, and Switch Boxes: Electronic circuit boards are covered by a 2-year warranty.

Mechanical components, i.e., Switches, relays, microphones, housings, mounting brackets and hardware are covered for 2 years for defect in material or workmanship. All other electronic circuit and IO boards not expressed herein are covered by a 2-year warranty.

Warranty starts from date of manufacture.



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### 12-MONTH WARRANTY — BACK-UP ALARMS

Whelen Back-Up Alarms are covered by a 12-month warranty and are subject to the conditions and steps described herein.

### 6-MONTH WARRANTY — STROBE POWER SUPPLIES/FLASH TUBES AND OBSOLETE/DISCONTINUED PRODUCTS

If an obsolete/discontinued "Whelen" brand product is returned to Whelen within 6 months of the date which is affixed to the unit, Whelen will repair or replace that unit free of charge ONE TIME ONLY, subject to the conditions and steps herein.

### WHELEN ENGINEERING COMPANY OUT-OF-WARRANTY FACTORY REPAIR PROGRAM

If found to be repairable, the Whelen Factory Repair Center (only) will repair Non-Lightbar Electronic Strobe Power Supplies for \$250.00 each. All other repairs (non-strobe) will be \$200.00 per unit. This 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 and include a check or money order. For Whelen products older than 10 years, repair charges will be determined upon examination only (minimum charge is \$300.00). Contact the factory service center for further details.

### STEPS TO BE TAKEN FOR ADVANCED WARRANTY REPLACEMENT

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| 1. Contact Whelen Technical Support at 860-526-9504. Press 6, then Press 1. | 6. Part or Model Number  |
| 2. Provide the information below:   | 7. Manufacture Date  |
| 3. Account # (if applicable)  | 8. Explanation of Problem with the Product At the discretion of a Technical Support Agent, a warranty no-charge order or a material exchange will be processed. If any additional information is needed, the Technical Support Agent will gather the required information. |
| 4. Contact Information  |  |
| 5. Bill To and Ship To information  |  |

### STEPS TO BE TAKEN FOR WARRANTY RETURN

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| 1. Whelen products are to be returned freight prepaid to the Whelen Factory Repair Center:<br>51 Winthrop Road, Chester, CT 06412-0684; or an Authorized Whelen Repair Center. | 3. Include your name, address, and daytime telephone number.   |
| 2. Include a short statement explaining the problem.   | 4. Whelen and its Authorized Repair Centers will ship back the repaired unit freight prepaid via UPS (where available in the Continental U.S.), usually within a few days after its receipt. |



ENGINEERING COMPANY, INC.

51 Winthrop Road, Chester, CT 06412-1036  
(860) 526-9504 www.whelen.com

**EFFECTIVE 01/01/2023, REPLACES ALL PREVIOUSLY PUBLISHED SERVICE POLICIES**

<sup>†</sup> The only AUTHORIZED WHELEN REPAIR CENTER(S) are predetermined by the Whelen Factory via official listing obtained from Whelen Engineering Company, Chester, CT.  
\*New/Revised