

# 10-Year Warranty



## MARKET ADVISORY

MA:0044 • 05/2023

Whelen Engineering is now offering a 10-year warranty on many of our premium products. This extended coverage is a testament to our longstanding commitment to providing the highest quality, American-manufactured products that are built to last. Whelen products are known for their durability, exceptional performance, and long-life reliability—qualities that are imperative in the field when lives are on the line. And now you have the added peace of mind of knowing that if something does happen, your purchase is covered.

The 10-year warranty is retroactive to products manufactured as of January 1, 2023, and is valid on products like CenCom Core® control systems; Inner Edge®, Liberty™ II, Freedom® IV, and Legacy® lightbars; ION™, ION T-Series™, and M Series™ lighthoods, and all WeCanX® peripherals like control heads and remote expansion modules.



The full warranty statement can be read at [www.whelen.com/support-training/whelen-warranty/](http://www.whelen.com/support-training/whelen-warranty/) or scan the QR code.

## FREQUENTLY ASKED QUESTIONS

### What does the warranty cover?

The Factory Repair Center or an Authorized Whelen Repair Center will repair or replace any parts or electronic assemblies of a unit which has a defect in material or workmanship.

### Are there extra costs?

No. Warranty coverage is included with your purchase.

### Is the warranty transferable?


No. The warranty is only valid between the first purchaser (intended user) and Whelen Engineering.

### How do you get warranty service?

Contact Whelen Technical Support at 860-526-9504. Press 6, then Press 1. You will be asked to provide information including part or model number, manufacture date, and explanation of the problem with the product.

### When does warranty coverage start?

Coverage is effective from the date of sale and is retroactive on products manufactured as of January 1, 2023.

 **WARNING:** This product may contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. For more information, visit [whelen.com/regulatory](http://whelen.com/regulatory).

### FAQ (CONTINUED)

#### Are there any exclusions or limitations to the warranty?

Warranty coverage does not extend to products that fail from damage because of incompatible chemicals or cleaning products, abuse, misuse, improper installation, excessive voltages, or alterations that affect the products' intended use.

#### Who pays transportation costs?

Products are to be returned, freight prepaid by the customer, to the Whelen Repair Center. Products that are covered under warranty will be returned to the customer with transportation costs prepaid by Whelen via UPS Ground. If for any reason the customer needs the products to be shipped back any other way, the customer will be required to pay for shipping costs.

#### What products are covered?

CenCom Core® control systems, WeCanX® peripherals like Tracer™ WeCanX®, remote expansion modules, and control heads; Inner Edge®, Liberty™ II, Freedom® IV, and Legacy® lightbars; and ION™, ION T-Series™, ION Mini T-Series, Vertex™, Micron™, V23™ Series and M Series™ lighthead. For a complete list of covered products please refer to the warranty statement and contact the Whelen Repair Center with any questions.

### PRODUCTS COVERED

#### CenCom Core® Control Systems

Electronic circuit boards are covered by a 10-year warranty.



Core-S™



Core-R™



Core™

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### PRODUCTS COVERED

#### WeCanX® Peripherals



Tracer™ WeCanX®



Inner Edge® FST™



CCTL8

#### Lighthouse

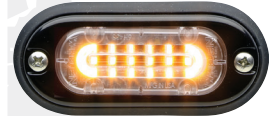
Electronic circuit boards (I/O and lighthouse) are covered by a 10-year warranty.



ION™



ION T-Series™



ION Mini T-Series



M Series™



Vertex™




Micron™



V23™ Series



Strip-Lite™ Plus

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## PRODUCTS COVERED

### Lightbars

Electronic circuit boards (I/O and lighthead) are covered by a 10-year warranty.



*Inner Edge® FST™*



*Inner Edge® RST™*



*Inner Edge® XLP*



*Liberty® II*




*Freedom® IV*



*Legacy®*

*\*Images shown are a sample of products covered under warranty and do not include all covered products.*

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