



## **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.

This 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.

Whelen agrees that the Whelen Factory Repair Center or an Authorized Whelen Repair Center† will repair or replace (the Repair Center's option) any parts or electronic assemblies of the unit which disclose a defect in material or workmanship during the warranty period (see below). The Whelen Repair Center will return the repaired unit, with the transportation cost prepaid by Whelen via UPS Ground, per Whelen's current freight policy. In the event that Whelen determines, in its sole discretion, that it cannot repair or replace a particular product, for any reason including but not limited to end of life of the particular product, Whelen will replace it with a similar product (as determined by Whelen in its sole discretion) or repay the per-piece prorated amount as determined by Whelen for the irreparable item.

This warranty and the repair-and-replace remedy are 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, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF 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 Miovision Emitters). 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 Lighthoods (ION™, ION T-Series™, ION Mini T-Series™, M Series™, Vertex™, Micron™, V23™ Series, Strip-Lite™ Plus, FST™/RST™/XLP Inner Edge®, Liberty™ II, Freedom® IV, Legacy®, and 2250 Series)

### **5-Year Warranty**

295HFS, 295SLS, 295SSA, and 295SDA: Electronic circuit boards are covered by a 5-year warranty. LED lighthoods not listed in the 10-Year Warranty section: the electronic circuit boards are covered by a 5-year warranty.

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

### **2-Year Warranty**

CenCom Sapphire™, Carbide™, 295SL100 Series, Howler™, Alpha™, Beta™, Epsilon™, HHS, WPS, WSS, PAP112 and PAH112 Series: Electronic circuit boards are covered by a 2-year warranty. WeCan® I/O 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 I/O 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 \$258.00 each. All other repairs (nonstrobe) will be \$206.00 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 \$309.00). Contact the factory service center for further details.

**STEPS TO BE TAKEN FOR ADVANCED WARRANTY REPLACEMENT**

1. Contact Whelen Technical Support at 860-526-9504. Press 6, then Press 1.
2. Provide the information below:
3. Account # (if applicable)
4. Contact Information
5. Bill To and Ship To information
6. Part or Model Number
7. Manufacture Date
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.

**STEPS TO BE TAKEN FOR WARRANTY RETURN**

1. Whelen products are to be returned freight prepaid to the Whelen Factory Repair Center:  
**51 Winthrop Road, Chester, CT 06412-0684;**  
or an **Authorized Whelen Repair Center.**
2. Include a short statement explaining the problem.
3. Include your name, address, and daytime telephone number.
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 01/01/2024, REPLACES ALL PREVIOUSLY PUBLISHED SERVICE POLICIES**

† 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