



**USER DIRECT 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 Repair Center will return the repaired unit, transportation cost prepaid.

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 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.

All 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). 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.

**WHELEN ENGINEERING COMPANY ELECTRO-MECHANICAL AND STROBE PRODUCTS**

**STANDARD / 2-YEAR WARRANTY**

Whelen products are covered by a 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 policy statement described herein, the unit may be returned directly to the factory or to an Authorized Whelen Repair Center† for warranty consideration. Whelen 100 watt siren speakers are covered by a 2-year warranty from the date of manufacture. Heavy-Duty motor assemblies (so marked) are covered by a direct warranty for up to three years from date of manufacture. For warranty consideration, both the siren speakers and motor assemblies are subject to the conditions and steps described herein.

**HDP® / 5-YEAR WARRANTY**

Whelen Automotive Non Lightbar Strobe Power Supplies, LED Ballasts and LED Products bearing the official HDP label and manufactured to HDP standards, are covered by a direct warranty for up to five years from date of manufacture. In accordance with the policy statement described herein, the unit may be returned directly to the factory or to an Authorized Whelen Repair Center† for warranty consideration.



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

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

**\*10 YEAR LIMITED WARRANTY — LIGHTBAR POWER SUPPLY**

All repairable warranty and non-warranty Edge® style lightbar strobe power supplies will be replaced with a compatible new power supply. If out of initial warranty period but less than 7 years old, the charge will be a flat fee of \$120.00; if between 7 & 10 years old, the charge will be a flat fee of \$135.00 (warranty for standard power supply is 2 years and Heavy-Duty Professional (HDP®) power supply is 5 years). This is subject to the conditions and steps described herein.

**12 AND 24 MONTH DIRECT WARRANTY — XENON FLASH TUBES**

**(Except Flash Tubes from 1000/1500/2000/3000 & VP Series which are covered by a 6 month warranty)**

If the Xenon flash tube component of a "Whelen" brand (not from 1000/1500/2000/3000 or VP Series) product is returned to Whelen within 12 months of the date which is affixed to the flash tube, Whelen will replace that flash tube free of charge ONE TIME ONLY, subject to the conditions and steps herein. Whelen "Gold Medallion" flash tubes including all linear flash tube assemblies, carry a 24 month warranty. Whelen will pay ground transportation from Whelen's factory or Authorized Whelen Repair Center† to the customer via UPS where available (in the Continental U.S.).

**12 MONTH EXTENDED WARRANTY — WHELEN REPAIRED STROBE POWER SUPPLIES**

Whelen offers to repair or replace, free of charge, any part of its strobe light power supplies that have been repaired by Whelen within 12 months and are less than 5 years old, subject to the conditions and steps herein. Whelen will pay ground transportation from Whelen's factory or Authorized Whelen Repair Center† to the customer via UPS where available (in the Continental U.S.).

**\*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 \$75 each. 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 \$75 for each unit returned. For Whelen products older than 10 years, repair charges will be determined upon examination only (minimum charge is \$135). Contact factory service center for further details.

**STEPS TO BE TAKEN FOR WARRANTY RETURN:**

- 1) Whelen products are to be returned **freight prepaid** to the: Whelen Factory Repair Center Building B, 51 Winthrop Road, Chester, CT 06412-1036; or an Authorized Whelen Repair Center†. Do not ship by bus.
- 2) A copy of the sales receipt must be returned with the defective unit to qualify for warranty coverage from date of purchase.
- 3) Include a short statement explaining the problem.
- 4) Include your name, address, and day-time telephone number.
- 5) Whelen and its Authorized Repair Centers will, via UPS, ship back the repaired unit **freight prepaid**, usually within a few days after its receipt.



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**— EFFECTIVE 7/01/08, 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