

Equalizer Systems Limited Warranty Policy
March 2017

1. Only warranty claims with prior written or verbal authorization from Equalizer Systems will be recognized, all other claims will be denied.
2. Equalizer Systems warrants Stay Charge system components for a period of **One Year** from the date of original sale of the system. This warranty covers defects in material and workmanship only. Equalizer Systems is not liable for any damage due to abuse, neglect, misuse, negligence, misapplication, error of operation, accidental or purposeful damage or damage due to an "act of God" such as, wind or rain damage, flood, lightning or other natural occurrence of the like. Equalizer Systems limited warranty is applicable to the Equalizer Systems components only and does not apply to the vehicle, apparatus or property to which it is attached. Warranty parts will be shipped at no charge if the repair is authorized by an Equalizer Systems representative.
3. Labor and freight expenses due to warrantable parts defects or workmanship will be reimbursed for a period of **one year** from the date of original sale of the system. Freight expenses will be prepaid by Equalizer Systems for UPS ground only. Any additional shipping charges or requirements are the obligation of the vehicle owner or service center performing the warranty repair. The owner or service center's obligation may include overseas shipping charges, border fees, brokerage fees and any other additional fee of the like.
4. Warranty labor will be reimbursed only for claims that have prior written or verbal authorization from an Equalizer Systems representative. Warranty labor compensation is required to correspond with the "Warranty Parts Replacement Time Guideline" published by Equalizer Systems. Any warranty repair not listed on this guideline will require prior authorization from an Equalizer Systems representative. A reasonable time allowance will be determined by the Equalizer Systems representative. Any warranty repair that is not listed on this guideline that is performed without prior authorization will be denied without exception. Time associated with learning about the repair or excessive diagnostic and installation time will not be reimbursed. Warranty labor will be reimbursed at the authorized service center's published shop rate if the rate is reasonable for that region. Overtime labor will not be reimbursed without exception.
5. Labor, parts and freight credit (if applicable) will be sent after the parts are tested and the warranty claim is validated. Returned parts that are found to be in normal operating condition are not warrantable and will be charged to the owner or service center. Equalizer Systems reserves the right to charge back the service center for labor claim payments previously submitted if the installation of the warranted part is found to be inadequate at a later date.
6. Claims will be denied if the date submitted is greater than 30 days from the repair date.
7. Prior authorization is required before parts may be sent back to Equalizer Systems. A Return Authorization Number is required for items to be accepted.
8. Complete systems are not warranted unless authorized by an Equalizer Systems representative. There are absolutely no exceptions to this clause.
9. Warranty coverage for parts or systems sold by non-authorized resellers (such as live or internet auctions) will be at the discretion of Equalizer Systems.
10. Equalizer Systems is not liable for loss of time, manufacturing costs, labor, material, loss of profits, direct or indirect damages incurred by the vehicle manufacturer.
11. Excessive warranty labor resulting from inadequate access to the Equalizer Systems product will not be reimbursed.
12. Equalizer Systems will not pay a markup on warranty parts unless required by law.
13. Travel expenses, hotel, telephone, fuel or any other expenses of the like are not covered under warranty.

Replacement Parts:

1. Replacement parts are warranted under the same guidelines listed above for the remainder of the original warranty or 90 days, whichever is longer. Proof of warranty repair date and original vehicle purchase date are required.

No additional warranties, expressed or implied, are authorized by Equalizer Systems

This warranty voids all previous issues.

Questions concerning this warranty should be directed to:

Equalizer Systems
55169 CR 3 North
Elkhart, IN 46515
1-(800) 846-9659
1-(574) 266-6083 fax