



## LIMITED WARRANTY

The parts and on-site labor for the electronics portion of this equipment are warranted against defects in workmanship and material for a period of one (1) year from time of shipment, but in no case will this warranty be valid if installation of equipment is not accomplished within 180 days from date of shipment. Batteries cannot be disconnected from the unit for long periods (180 days) or they will not be able to charge, creating malfunction of both batteries and/or electronics and thereby voiding the warranty.

Systems ordered with "Heavy Lead" batteries over 25 Ah have a 1 year unconditional battery warranty with an additional prorated warranty contingent upon timely return of warranty registration card and the terms called out in the particular battery warranty sheet. Typical Battery Warranty Policy unless specified otherwise by quotation or literature: Standard sealed lead calcium batteries – 1 year full, 9 years prorata, 20-year sealed lead calcium battery – 1 year full, 19 year prorata, or Nickel-cadmium – 1 year full, 19 year prorata.

The warranty does not cover damage caused by abuse, improper environmental conditions, shipping damage, improper electronics and/or battery installation, unauthorized modifications, service by unauthorized personnel, transportation of damaged equipment, or acts of war. Damage due to lack of maintenance (where applicable) or damage resulting from installation in areas with other than normal temperatures are not covered. See the battery warranty policy for details, as adverse environmental conditions reduce battery life and void the warranty. Replacement of fuses, pilot lamps, and/or contractor labor is not included in warranty. Damage due to acts of nature, such as, but not limited to, lightning, flooding, explosions and earthquakes, are not covered.

The warranty is limited to the repair and/or replacement of parts and/or units that upon examination at our factory and/or job site are determined to be defective and in our judgment are subject to repair or replacement.

All such repair shall be manufacturer's exclusive remedy. All such units are identified by a date code, part number and serial number.

TO THE EXTENT ALLOWED BY LAW, MYERS EMERGENCY POWER SYSTEMS DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, AND LEED WARRANTIES OR MERCHANT ABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ANY IMPLIED WARRANTY OF MERCHANT ABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. TO THE EXTENT ALLOWED BY LAW, THE MANUFACTURER SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS, INJURIES TO PROPERTY, LOSS OF USE OF THE PRODUCT OR ANY ASSOCIATED EQUIPMENT.

Special on-site extended warranties are also available upon request. The warranty period may be adjusted because of special circumstances, but only by arrangement with the manufacturer at the time of purchase.

All in or out of warranty repaired material or replacement units/parts carry a 90-day new part guarantee. Return of your original repaired component or unit is not guaranteed.

This limited warranty is for the 48 contiguous states only.

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For international warranty information, call the Field Service Department. See telephone number in front of manual. The standard warranty can be extended and renewed for a nominal fee. Please contact the factory for pricing information.

## **RETURN MATERIAL AUTHORIZATION (RMA) POLICY**

No return material is accepted without written "Return Material Authorization" (RMA). An RMA number is obtainable by contacting the Field Service Department.

Every effort will be made to correct problems over the phone before a RMA is granted or a service trip made. Cooperation will save both time and expense for customer and manufacturer.

If it is deemed necessary to return material, the RMA number must appear on shipping labels, packing slips, and bills of lading.

## **OUT OF WARRANTY REPAIR CHARGES AND LABOR**

Contact Field service for current parts and labor rates. A minimum rate will be assessed. The manufacturer will not proceed with repairs of an out of warranty unit until authorization in the form of a purchase order is received from the customer. The unit for repair must be returned prepaid with an RMA number on the carton. For travel to the job site, a quote "Not to Exceed" estimate will be given. A purchase order to cover that amount is required before a trip to the job site is made.

## **EXTENDED WARRANTY PLANS**

The warranty on a system may be extended by special warranty, as designated by the system manufacturer. This shall be on a per order basis.

On specific models, the standard electronics warranty (one year from time of shipment covering defects in workmanship and material, including parts and on-site labor) will be increased to two years from date of factory startup provided factory startup is purchased with the system and performed within 180 days of shipment date. This extended warranty applies specifically to the Illuminator Series E (part number prefix "E"), Illuminator Series IE (part number prefix "IE"), Illuminator Supernova (part number prefix "I"), Illuminator Series CIII (part number prefix "IC3"), Illuminator Hypernova (part number prefix "G"), and Illuminator Series EM.

The 2 Year Extended Warranty Plan (2YW) & the 5 Year Extended Warranty Plan (5YW) have identical conditions when purchased with a factory start-up.

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