



A division of Connecticut Electric, Inc.

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www.parallaxpower.com

Effective July 1, 2010

## PARALLAX WARRANTY POLICY

The Parallax limited warranty covers each new Parallax Power Supply product against defects in materials and/or workmanship, for two years to the original retail purchaser.

1. **All warranty claims within the warranty period must be handled directly through an R.V. Dealer, R.V. Service Supplier, a Parallax approved Canadian Service Center, or our Warranty Administrator. Restrictions apply. Refer to all items below.**
2. **A Return Goods Authorization (RGA) must be obtained from our Warranty Claims Department prior to returning product at <http://www.parallaxpower.com/rqa.asp>.**
3. **Parallax offers two options when the RGA is requested using the on-line form:**
  - Option # 1 - Defective part is sent in for evaluation**  
When a part is sent in for evaluation, Parallax Power Supply, at its discretion, will **repair or replace** a product **after a complete inspection and test has been performed on the returned product** by our warranty service department and an eligible defect is verified. Parallax also reserves the right to supply components (i.e. fuse panels, terminal bars, etc.) when appropriate.
  - Option # 2 - Replacement part is sent immediately**  
If a replacement product is requested from Parallax at the time the RGA is issued, credit card authorization will be required prior to shipping the replacement part. An invoice for that product will be issued. No invoice credit will be issued until the claimed defective product has been received and tested by our warranty service department and an eligible defect is verified.  
**If the claimed defective product is; (1) not returned within 30 days following the RGA issue date, or (2) found not to have any electrical or workmanship defects, no allowance for labor or freight will be paid and the invoiced replacement part will be charged to the previously provided credit card.** All voided or out of warranty units will be returned freight collect.
4. Labor allowance claims and the product being returned must be received by our Warranty Claims Department within 30 days following the RGA issue date.  
For Dealer/Commercial Servicer warranty labor rate allowances and requirements see the **Field Repair Rate Chart** at [www.parallaxpower.com/warranty.htm](http://www.parallaxpower.com/warranty.htm).
5. Parallax Power Supply will not reimburse an owner for a product purchased as a warranty replacement unit and **will only supply replacement product**. No labor claims will be paid or reimbursed to end users.
6. **The RGA number must be clearly visible on the outside of the shipping carton or the carton will be refused.**
7. Product must be returned freight prepaid (Parallax reimburses ground delivery only).
8. Warranties on repairs or replacements are limited to the unexpired term of the original product's warranty period.
9. **See section: TO PROCESS WARRANTY CLAIMS WE MUST RECEIVE on page 2 for documentation which must be included with the product returned.**

### **TO PROCESS WARRANTY CLAIMS WE MUST RECEIVE:**

1. Our RGA number, owner information, confirmation of the date of purchase of the Parallax Power Supply product, and the defective part(s) associated with the claim(s). Without all of these items, no replacement parts will be sent out for parts returned for evaluation. Also, no invoice credit will be issued for replacement parts previously shipped and invoiced and the credit card previously provided will be charged for the replacement part. Also, no labor allowance or shipping will be paid.
2. **Enclose with the product being returned:**
  - A. A copy of an official document confirming the date of sale of the coach or the Parallax Power Supply product, the owners name and address, model number of the RV, and the vehicle identification number (VIN #). An **official copy** would mean a **copy of the original, signed Bill of Sale of the RV or a signed Sales Invoice of the Parallax Power Supply product purchased.**
  - B. A legible copy of your work order indicating the customer complaint, with a detailed explanation of the diagnoses and the work performed.

### **VOIDED OR OUT OF WARRANTY WILL RESULT IF:**

1. The required documentation is not returned with the unit. (Refer to section: **TO PROCESS WARRANTY CLAIMS ...**)
2. Battery polarity to the unit has been reversed, causing damage to the product.
3. Excessive AC voltage has been applied.
4. Any 500, 4400, 6700, 7300, or 7400 series switching converter which have had the top plate, front plate, or cover opened or removed outside of the Parallax facility.
5. Shipping damage occurs due to improper packaging of the product being returned.
6. Damage to the product occurs due to misuse, misapplication, accident, neglect, or introduction of foreign materials into the product (ie liquid intrusion, insect infestation, pet hair, etc.).
7. The product has been repaired, altered, or modified in any way by any person without prior approval from Parallax Power Supply.
8. Any product that has had the date code/serial numbers altered, defaced, or removed.
9. Damage due to an act of God (i.e. lightning damage), vandalism, or terrorism.
10. Parallax is not notified of the warranty claim during the warranty period or the product is returned past 30 days from the Returned Goods Authorization (RGA) number issue date.

### **LIMITATION OF LIABILITY**

**Parallax's obligation to repair or replace a defective product is the sole and exclusive warranty made by Parallax.** All other warranties including the warranty of merchantability and fitness for a particular purpose are excluded. In no event will Parallax Power Supply, be liable for consequential damages, including but not limited to loss of profits or revenue, loss of use, inconvenience, loss or damage to personal property, on-site service calls or trip charges, or costs incurred for removing and installing the product.

PARALLAX WILL ADDRESS ALL CLAIMS WITHIN 30 DAYS OF RECEIPT OF CLAIM. NO DEBITS WILL BE HONORED WITHOUT PRIOR CREDIT ISSUED BY PARALLAX.

If you have any questions contact Warranty Administration at 888-510-7505.