

Limited Factory Warranty

JLCooper Electronics (“JLCooper”) warrants this product to be free of defects in materials or workmanship for a period of 12 months from the date of purchase.

This warranty is non-transferable and the benefits apply to the original owner. Proof of purchase in the form of an itemized sales receipt is required for warranty coverage.

To receive service under this warranty, customers in the United States should contact the JLCooper factory at 310-322-9990, and talk to a service technician. If necessary, a Return Authorization number may be issued.

For our customers outside the United States, it is recommended that you first contact your Dealer or Distributor, since they may offer their own service or support policy. If local support is not obtainable, please email JLCooper's Service Department (service@jlcooper.com) with a detailed description of the service required.

Upon issuance of return authorization, the product should be properly packed and shipped to Service Department, JLCooper Electronics, 142 Arena St., El Segundo, CA 90245. The return authorization number must be clearly written on the outside of the package.

Please include the following: copy of the sales receipt, your name and address (no P.O. Boxes, please), a brief description of the problem, and any other related items discussed with the service department and considered necessary to evaluate the product or effect a repair.

JLCooper will, without charge for parts or labor, either repair or replace the defective part(s). Shipping costs are not covered by this warranty.

JLCooper’s normal repair turn around time is approximately 10 business days from receipt of product at the factory. (This does not include the time it takes for return shipping.)

Actual turn around time varies depending upon many factors, including the repeatability of the customer’s reported complaint, the availability of parts required for repair, the availability of related products needed to evaluate the product if necessary.

Priority services are available. These should be discussed with the service technician at the time the return authorization is issued.

This warranty provides only the benefits specified and does not cover defects or repairs needed as result of acts beyond the control of JLCooper including but not limited to: abuse, damage by accident/negligence, inadequate packaging, modification, alteration, improper use, unauthorized servicing, tampering, or failure to operate in accordance with the procedures outlined in the owner’s manual; nor for acts of God such as flooding, lightning, tornadoes, etc.

THE DURATION OF ANY OTHER WARRANTIES, WHETHER IMPLIED OR EXPRESS, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY HEREIN. JLCOOPER HEREBY EXCLUDES INCIDENTAL AND CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO: LOSS OF TIME, INCONVENIENCE, DELAY IN PERFORMANCE OF THIS WARRANTY, THE LOSS OF USE OF THE PRODUCT OR COMMERCIAL LOSS, AND FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY OF MERCHANTABILITY, APPLICABLE TO THIS PRODUCT. JLCOOPERSHALL NOT BE LIABLE FOR DAMAGES OR LOSS RESULTING FROM THE NEGLIGENT OR INTENTIONAL ACTS OF THE SHIPPER OR HIS CONTRACT AFFILIATES. THE CUSTOMER SHOULD CONTACT THE SHIPPER FOR PROPER CLAIMS PROCEDURES IN THE EVENT OF DAMAGE OR LOSS RESULTING FROM SHIPMENT.