

Lightronics provides factory repair service for all current and most discontinued products. This is the only service available for warranty repairs. Upgrades to newer design configurations are available for some products at minimal cost. Software upgrades can also be installed at no charge.

Some Lightronics dealers and other electronics repair businesses have the capability to perform repairs to Lightronics products even though they are not authorized to perform warranty repairs. Your dealer may know the best way to get a product repaired.

Return Authorizations are not required for normal service (including warranty repairs). We can provide estimates for service work. Products sent for service are generally returned to the customer via UPS. Other transportation may be arranged. Normal factory repair time is between one and three weeks. Expedited service is sometimes available but not guaranteed.

#### WARRANTY CONSIDERATIONS

Lightronics products are warranted for a period of two or five years from the date of purchase by the original owner. See your warranty for details.

You may be asked to provide proof of purchase from an authorized Lightronics dealer.

#### TO RETURN A PRODUCT TO LIGHTRONICS FOR REPAIR

**SEND IT TO:** Lightronics  
509 Central Drive  
Virginia Beach, Virginia 23454  
ATTN: Service Dept.

#### **INCLUDE (INSIDE THE PACKAGE):**

- A contact name and phone number.
- A return street address for the equipment. We do not ship products to P. O. Boxes.
- The model number and serial number of the product(s).
- A description of the problem or work needed.

#### WHAT ELSE TO INCLUDE WITH THE ITEM

Items should be complete but without cables or accessories unless they need to be tested. It is best to send complete products so all its parts may be tested as a unit.

#### ADDITIONAL INFORMATION

If you need additional details about product service or repair, please call us at 800 472 8541 (Ask for the Service Dept.).