



Effective July 12, 2016

LIMITED WARRANTY POLICY

The Parallax Limited Warranty offers two-year coverage to the original retail purchaser against defects in materials and/or workmanship for each new Parallax Power Supply product. Customers purchasing Parallax Power Supply products through an unauthorized third-party (i.e. Amazon, EBay, etc.) will need to contact the company from which the product was purchased to inquire about their warranty policy.

All claims within the two-year warranty period must be handled directly through an RV Dealer, RV Service Supplier, a Parallax approved Canadian Service Center, or our Warranty Administrator. Please refer to information below:

Restrictions apply.

1. Obtain a Return Goods Authorization (RGA) from www.parallaxpower.com/warranty **prior to returning product**. Two options are available via this request:

Option #1 - Defective part is sent in for evaluation

When a part is sent in for evaluation, Parallax Power Supply's warranty service department will perform a complete inspection and test on the returned part. If an eligible defect is verified, PPS (at its discretion) will repair or replace the product. 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 at the time the RGA is issued, **a credit card authorization will be required prior to shipment of the replacement part**. An invoice will be issued; however, no invoice credit will be issued until the claimed defective product has been received, tested, and an eligible defect is verified by our warranty service department.

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.

2. Dealer/Commercial Servicer warranty labor rate allowances and requirements can be found on the **Field Repair Rate Chart** at www.parallaxpower.com/warranty.
3. Parallax Power Supply will only provide warranty replacement products to customers obtaining a valid Return Goods Authorization number. Consideration of a warranty claim will not be granted if the consumer does not follow the PPS warranty policy as outlined.
 - Product being returned must be **received** by our Warranty Claims Department **within 30 days following the RGA issue date**. This includes labor allowance claims.
 - The RGA number must be clearly visible on the outside of the shipping carton or the carton will be refused.
 - Parallax will provide a FedEx Ground return label through a FedEx e-mail.
 - Warranties on repairs or replacements are limited to the unexpired term of the original product's two-year warranty period.
 - Include all required documentation as outlined in the next section titled "**Required to Process Claim**".

Phone: (800) 443-4859 • Fax: (765) 608-5235 • www.parallaxpower.com



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Required to Process Claim

- Parallax RGA number (clearly visible on the outside of the shipping carton or the carton will be refused)
- Owner information
 - Name and address, plus:
 - Model number of the RV and the vehicle identification number (VIN #).
- Confirmation of the date of purchase of the Parallax Power Supply product
 - A copy of an official document confirming the date of sale of the coach or the Parallax Power Supply product. *An official copy is a copy of the original, signed bill of sale of the RV or a signed sales invoice of the Parallax Power Supply product purchased*
- A legible copy of the work order indicating the customer complaint and a detailed explanation of the diagnoses with the work performed
- Securely package part(s) associated with the claim(s)

Without all of these items:

- No replacement of evaluation parts will be sent.
- No invoice credit will be issued for replacement parts previously shipped and invoiced.
- Provided credit card will be charged for the replacement part.
- No labor allowance or shipping will be paid.

VOIDED OR OUT OF WARRANTY WILL RESULT IF:

- The required documentation is not returned with the unit.
- Battery polarity to the unit has been reversed, causing damage to the product.
- Excessive AC voltage has been applied.
- Any 4400, 5300, 5400, 6700, or 8300 series switching converter that's had the top plate, front plate, or cover opened or removed, outside of the Parallax facility
- Shipping damage occurs due to improper packaging of the product being returned.
- Damage to the product occurs due to misuse, misapplication, accident, neglect, or introduction of foreign materials into the product (i.e. liquid intrusion, insect infestation, pet hair, etc.).
- The product has been repaired, altered, or modified in any way by any person without prior approval from Parallax Power Supply.
- Any product that has had the date code/serial numbers altered, defaced, or removed.
- Damage due to an act of God (i.e. lightning damage), vandalism, or terrorism.
- 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.

LIMITATIONS 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, please contact the Parallax Power Supply Warranty Administration at:
(800) 443-4859 Ext. 702

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