

## 6 MONTHS LIMITED WARRANTY

SONDPEX warrants, to the original retail purchaser only, that this product will be free from defects in materials and workmanship for six months from the date of purchase. However, this warranty will **automatically terminate** if the original retailer sells or transfers the product to any other party. For the warranty to be effective, the 'receipt' or a copy of the 'bill of sale' must be shown that the unit was purchased from an "Authorized SONDPEX Dealer". (Note: Even if you have a SONDPEX unit, we will not be able to honor the warranty unless you have a receipt which clearly state that you have brought the product from an **Authorized SONDPEX Dealer**.) \*\*The receipt cannot be torn or unreadable.

If, within six months from the date shown on the receipt or the bill of sale, the unit fails due to a defect in workmanship or material as determined upon examination at the factory, SONDPEX will, at its option and at no charge, to repair or replace the defective components of the unit. All replaced parts and products become the property of SONDPEX. Products replaced or repaired under this warranty will be returned to the original retail purchase, within a reasonable time, and with freight prepaid.

Furthermore, this Warranty shall not apply if:

1. There are missing parts in the unit.
2. Damage to the unit was caused by accident, disaster, abuse, misuse, negligence, inadequate packing or shipping procedures, commercial use, or voltage inputs in excess of the rated maximum of the unit. **IT IS THE PURCHASER RESONSIBILITY!!! SONDPEX is under no obligation to replace or repair the unit.**
3. The unit was opened, modified, or repaired by unauthorized personnel.
4. The unit was not instilled correctly as outlined in the installation instructions.
5. The unit without original packaging and receipt.

### EXCLUSIONS AND LIMITATIONS

The warranty set forth above is in lieu of all other warranties, expressed or implied, of merchantability, fitness for a particular purpose, or otherwise. The warranty is limited to SONDPEX products registered herein. SONDPEX shall not be liable for the incidental or consequential damages arising out of the use or inability to use the product in any event. This warranty shall apply exclusively to the original purchaser and shall not apply to units purchased for industrial or commercial use. This warranty gives you specific legal rights, and you have rights which vary from state to state.

Changes or modifications not expressly approved by the party responsible for compliance could void the users' authority to operate the equipment.

## TECHNICAL ASSISTANCE

Phone: 1-877-997-7888

Email: [support@sondpex.com](mailto:support@sondpex.com)

Website: [www.sondpex.com](http://www.sondpex.com)

### Return Address inquires to:

**Customer Services Dept.  
Sondpex Corp of America LLC  
4185 Route 27  
Princeton, NJ 08540**

### **SERVICE (Monday-Friday, 9am-5pm Eastern Standard Time)**

In the event that your unit needs repair or service within the duration of the Warranty, you may return the unit to your authorized SONDPEX dealer or use the following guidelines:

1. Be prepared to state the model number, date of purchase and dealer's name and address when calling. Additionally, be prepared to provide the proof of purchase (receipt or bill of sale) to SONDPEX. The customer service representatives will give out SONDPEX fax number or address when all requirements are met. **Without the proof of purchase (receipt or bill of sale) from an authorized SONDPEX Dealer, SONDPEX is under no obligation nor have any responsibility to honor the WARRANTY!!!**
2. **The original packaging must be used.** If the original packaging is unavailable, replacements can be obtained from SONDPEX for a small fee.
3. Write the return authorization number on the label provided on the opposing page.
4. Carefully tear the label along the dotted line and firmly affix to the product packaging.
5. The risk of loss or damage in transit is the purchaser's responsibility. **SONDPEX IS NOT RESPONSIBLE.**
6. **FREIGHT COLLECT SHIPMENTS WILL BE REFUSED!**
7. Service or repair after warranty period may incur additional fee.

**If you have problem with our product, please  
call the phone number below:**

**Tech Support / Customer Service Hotline:**

**(877) 997 – 7888**

**We can provide information on returning the  
product for exchange or repair.**

SONDPEX  
[www.sondpex.com](http://www.sondpex.com)

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Princeton, NJ 08540

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