



A division of Connecticut Electric, Inc.

Phone: (800) 443-4859 Fax: (765) 608-5235

www.parallaxpower.com

Effective July 6, 2009

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.**
2. **A Return Goods Authorization (RGA) must be obtained from our Warranty Claims Department prior to returning product.** Labor allowance claims and the product being returned must be received by our Warranty Claims Department within 30 days following the RGA issue date.
3. **Parallax offers two options once an RGA is obtained:**

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 provided by Parallax at the time the RGA is issued, a credit card authorization form (found on website: <http://www.parallaxpower.com/>) will need to be completed, signed, and faxed to the Warranty Administrator at fax: 888-510-7505 or 765-608-5235 prior to shipping the replacement part. An invoice for that product will then be issued. No invoice credit will be issued until the returned product has been received and tested by our warranty service department and an eligible defect is verified. **If the product returned is found not to have any electrical or workmanship defects, no allowance for labor or freight will be paid.** All voided or out of warranty units will be returned freight collect, and any invoiced replacements provided by Parallax will be charged to the previously provided credit card. **Also, if the defective part is not returned within 30 days following the RGA issue date, the invoiced replacement part will be charged to the previously provided credit card.**

4. The RGA number must be clearly visible on the outside of the shipping carton or the carton will be refused
5. Product must be returned freight prepaid (Parallax reimburses ground delivery only).
6. See section: **TO PROCESS WARRANTY WE MUST RECEIVE** on page 2 for documentation which must be included with the product returned.
7. **Parallax's obligation to repair or replace a defective product is the sole and exclusive warranty made by Parallax.** Parallax Power Supply will not reimburse an owner for a product purchased as a warranty replacement product and **will only supply replacement product.**
8. Warranties on repairs or replacements are limited to the unexpired term of the original product's warranty period.

Parallax will pay a “Flat Rate Allowance” (per the chart below) times the dealers posted labor per hour rate, not to exceed the per hour rate charged for non-warranty service. No labor credit will be reimbursed to end users.

FLAT TIME FIELD REPAIR ALLOWANCE		For Dealers Only
Product or Series	Time Allowance (hours)	
DC Distribution Fuse Panels, BR100 Disconnect Relay	0.5	
ALS 15,20, ATS, ATS 30,301,501,and 5070 series	0.8	
Converter Series - 4400,7400	0.8	
Converter - Lower Section Replacements Series - 500,7100,7300	0.8	
Converter/Distribution Panels (Complete assemblies) Series - 500,6700,7100,7300	1.3	
Note- PRE-AUTHORIZATION required from Parallax Power Supply for complete assembly replacements of 500, 7100, or 7300 Series units. Without prior authorization from Parallax Power Supply .8 (eight tenths) repair time allowance rate will apply.		

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



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PLEASE PRINT CLEARLY

(For Office Use Only) RGA # _____

RGA Information Sheet

Please Fax to 888-510-7505 or 765-608-5235

Today's Date: _____

Shipping Information Dealer OEM Aftermarket End User

Name: _____
Billing Address: _____
Billing City, State, Zip: _____
Shipping Address: _____
Shipping City, State, Zip: _____
Contact Name: _____
Phone: _____
Fax: _____
Email: _____

Product Information

Customer Name: _____

Reference # (Work Order #): _____

Model #: 7345R 7355R 555R 7445 7455 7455T 7465 6730

081-7155-000 (lower section of 7155) ATS301 ATS501 6730D 7445T

4455 4455TC Other (Specify Model) _____

* Note: Models 7345R, 7355R, 555R, and 081-7155-000 only require the converter section or 081-7155-000 module to be returned, not the entire unit.

Quantity: _____

Serial Number on Product: _____

Purchase Date of Product or Coach: _____

Reason for Return: _____

Coach Information

Year and Make of Trailer, Coach, or Motor Home: _____

Please Indicate RGA Option:

Send Defective Part in for Evaluation. Once the part is received with the proper paperwork, tested, and is a valid claim, then a replacement part will be sent out within 5-7 business days of receiving the defective part.

Send Replacement Immediately. Need to fill out, sign, and fax PPS Credit Card Authorization form to 888-510-7505 or 765-608-5235. Once the necessary information is faxed, the Warranty Administrator will contact you via fax, phone, or email and provide you with an RGA. If you have questions, please call 888-510-7505.



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Parallax Power Supply's Limited Warranty requires that the product be returned to Parallax Power Supply to be tested by our warranty service technicians. Once it is determined that the part is defective, a replacement part is then sent.

Certain situations may arise that require a new part to be sent out immediately. Parallax Power Supply will send out a new part once the below credit card billing authorization form is completed, signed, and faxed to the warranty administrator. Please note that **the credit card will be charged only if the warranty is void or if the unit is out of warranty.** Please see **Voided Or Out of Warranty Will Result If** section of the warranty policy.

If you authorize Parallax Power Supply to send you a replacement part immediately, please read and complete the form below. Please fax it to 888-510-7505 or 765-608-5235. We ship replacement parts free of charge via UPS Ground. If you would like to receive the replacement part via an expedited method, we will charge your credit card for the expedited freight charge.

Credit Card Billing Authorization Form

I, _____, am providing my credit card information (see below) to Parallax Power Supply for the sole purpose of shipping a replacement part immediately. I understand this is for Warranty purposes only. I agree that if I fail to return the defective unit to Parallax Power Supply for warranty or if the warranty is void or the unit is out of warranty (see **Voided or Out of Warranty Will Result IF:** section of the warranty policy), Parallax Power Supply will bill my credit card for the replacement part. I also understand that if I choose to have the replacement part sent via an expedited method, Parallax Power Supply will charge my credit card for the shipping charges.

Signature of cardholder: _____ Please check which shipping method you Prefer:

My credit card information is as follows:

Credit Card Type: _____ (Visa, Mastercard, Discover)

_____ Ground (included)

Name: _____
(Exactly as it appears on credit card)

_____ 3rd Day Select (fee)

Address: _____
(Same as credit card billing address)

_____ 2nd Day Air (fee)

_____ Next Day Air (fee)

(City, State, Zip)

Credit Card Number: _____

Today's Date: _____

Expiration Date: _____

Security Code (CVV): _____

(For Office Use Only) RGA # _____