



## **Warranty Statement for All PS Engineering, Inc.'s Products**

*The following "Limited Consumer Warranty Information" describes PS Engineering, Inc.'s standard limited warranty. For complete warranty information, customers should review the warranty materials included with their product.*

**What Do Our Warranties Usually Cover?** Our limited warranties cover defects in material or workmanship in new PS Engineering, Inc. products. Only customers purchasing PS Engineering, Inc. products from authorized PS Engineering, Inc. dealers may obtain coverage under our limited warranties and only if the product is installed by an authorized PS Engineering, Inc. dealer or a custom wire harness is purchased from PS Engineering, Inc. Please see the limited consumer warranty that accompanied your product for the specific warranty terms that apply to your product.

**How Long Does The Coverage Last?** Our warranty periods are 1 year, 2 years or 3 from the documented date of purchase. The specific warranty period is disclosed in the product installation manual.

**What Does Our Warranty Not Cover?** Our warranties do not cover any problem that is caused by (a) commercial use; accident; abuse; neglect; shock; electrostatic discharge; heat or humidity beyond product specifications; improper installation; operation; maintenance or modification; or (b) any misuse contrary to the instructions in the user manual; (c) malfunctions caused by other equipment. Our limited warranties are void if a product is returned with removed, damaged or tampered labels or any alterations (including removal of any component or external cover). Our warranties do not cover consequential damages; incidental damages; and costs related to removal and installation.

**What Do You Have To Do?** PS Engineering, Inc. will not provide any warranty coverage unless claims are made in compliance with all terms of the controlling warranty statement included with your PS Engineering, Inc. product and you follow proper return procedure. To request a warranty exchange, contact your authorized PS Engineering, Inc. dealer or refer to [www.ps-engineering.com](http://www.ps-engineering.com) for more information regarding customer support.

If PS Engineering, Inc determines that a repair or replacement is required, you will be prompted for your name, address, phone number, email and product serial number and then issued a Return Merchandise Authority (RMA) to use when returning product to PS Engineering, Inc. Product returned to PS Engineering, Inc must be properly packaged in its original packaging (or packaging providing the product with protection equivalent to the original packaging) and sent, with the postage charges prepaid via a shipping method that provides for tracking of your package, to the address provided when you received your RMA. You must place the RMA number on the outside of the box or the product will be rejected at incoming receiving.

**What Will PS Engineering, Inc. Do?** If PS Engineering, Inc. authorizes a warranty exchange to be sent to the dealer or customer; PS Engineering, Inc. will send a replacement without charge with a functionally equivalent replacement product. PS Engineering, Inc. may replace your product with a product that was previously used, repaired and tested to meet PS Engineering, Inc.'s specifications. PS Engineering, Inc will pay to ship the replacement drive to you during the first year of warranty. If the product is covered by a longer warranty period, shipping costs will be the responsibility of customer of both the warranty exchange unit and return shipping costs. By sending returning the suspect product, ownership of the original product will be transferred to PS Engineering, Inc. PS Engineering, Inc warrants that repaired or replaced products are covered for the greater of either the remainder of the original product warranty or 90 days.

**How Does State Law Apply?** The laws of the State of Tennessee, USA, govern our warranties. It gives you specific legal rights, and you may also have other rights that vary from state to state. Our warranties do not affect any additional rights consumers have under laws in their jurisdictions governing the sale of consumer goods, including, without limitation, national laws implementing EC Directive 44/99/EC. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in our warranty statements may not apply.

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### **Product Warranty Period**

All intercoms, all In-flight Entertainment products, and audio panels PMA4000 and PMA6000 series, have a 1 year warranty  
PMA7000B, PMA9000EX has a 2-year warranty  
PMA8000 series, and PAC24 have a 3-year warranty

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