

Troubleshooting Guidelines

If you experience any product problems, please refer to the Troubleshooting Guidelines located in most Operation and Installation Manuals. If you need further assistance, please call our Technical Assistance Hotline @ (314) 426-2700. Or click on "Tech Support" at our website: www.code3pse.com. We will be happy to assist you.

Product Returns

If a product must be returned for repair or replacement*, please contact our factory at the phone number shown above or log on to our website (www.code3pse.com) to obtain a Return Goods Authorization Number (RGA number) before you ship the product to Code 3, Inc. Write the RGA number clearly on the package near the mailing label. Failure to do so may result in a delay in service or the product being returned to you without credit or repair. Be sure you use sufficient packing materials to avoid damage to the product being returned while in transit.* Code 3, Inc. reserves the right to repair or replace at its discretion. Code 3, Inc. assumes no responsibility or liability for expenses incurred for the removal and/or reinstallation of products requiring service and/or repair; nor for the handling of products returned to sender after the service has been rendered.

Warranty Information

Code 3, Inc.'s emergency devices are tested and found to be operational at the time of manufacture. Provided they are installed and operated in accordance with manufacturer's recommendations, Code 3, Inc. guarantees all parts and components except the lamps for a period of 1 year (unless otherwise specified in writing by Code 3, Inc.) from the date of purchase or delivery, whichever is later. Units demonstrated to be defective within the warranty period will be repaired or replaced (at Code 3, Inc.'s sole discretion) at the factory service center at no cost.

Use of lamp or other electrical load of a wattage higher than installed or recommended by the factory, or use of inappropriate or inadequate wiring or circuit protection, causes this warranty to become void. Failure or destruction of the product resulting from abuse or unusual use and/or accidents is not covered by this warranty. Code 3, Inc. shall in no way be liable for other damages including consequential, indirect or special damages whether loss is due to negligence or breach of warranty.

CODE 3, INC. MAKES NO OTHER EXPRESS OR IMPLIED WARRANTY INCLUDING, WITHOUT LIMITATION, WARRANTIES OF FITNESS OR MERCHANTABILITY, WITH RESPECT TO THIS PRODUCT.