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# **WHELEN** USER DIRECT LIMITED LIFETIME WARRANTY FOR CERTAIN WHELEN PRODUCTS IN THE FIRE/EMS MARKETS

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Whelen Engineering Company, Inc. ("Whelen") warrants the following products manufactured on or after January 1, 2021 (as stamped on the products) to be free from defects in material and workmanship for the duration that the following vehicles on which the products are initially installed are in-service at their original owner (a limited lifetime warranty); provided the products have been installed and operated in accordance with Whelen's manufacturer recommendations. This limited lifetime warranty is between the first purchaser (ultimate user) only and Whelen.

During the limited lifetime warranty period, the Factory Repair Center or an Authorized Whelen Repair Center will repair or replace (at its option and cost) any parts or electronic assemblies of the covered product that disclose a defect in material or workmanship. For warranty consideration, the user shall obtain a prior return merchandise authorization (RMA) by contacting Whelen's Technical Support Group at [custserv@whelen.com](mailto:custserv@whelen.com) or by calling (860) 526-9504 and then return the product freight prepaid to Whelen at 51 Winthrop Road, Chester, CT 06412-0684 or an Authorized Whelen Repair Center. The Repair Center will return the repaired unit, transportation cost prepaid.

### **Product families to which the limited lifetime warranty applies:**

- Freedom® Series Lightbars
- M Series®
- L31 Series
- B6 Series
- Micro Freedom® Series
- Pioneer™ Scene Lighting (Excludes Pioneer Life™)
- PSTANK2
- PSCOMP – Illumination Series
- TANF65 or 85 TA Series
- 6" and 8" LED Ambulance Series
- EZ Scene Light™ Series
- WeCanX® 2250 Series

### **Vehicles to which the lifetime limited warranty applies:**

This warranty applies to the above-listed products installed only on fire and emergency medical services apparatuses built by original equipment manufacturers and listed in NFPA 1900, NFPA 1906, NFPA 1917, KKK-1882F, CAAS, and AMD standards, including pumpers, rescues, aerials, wildland, and ambulances.

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### **Limitations on Limited Lifetime Warranty**

1. This warranty does not apply to normal cosmetic wear, i.e., lens degradation and/or coloring.
2. All warranted products must have been purchased through an authorized Fire & EMS original equipment manufacturer (OEM).
3. This warranty is not applicable to any Whelen product that has failed from damage as a result of incompatible chemicals (including de-icing or road treatment) or cleaning products, or due to accident, abuse, misuse, neglect, physical damage, improper installation, ordinary wear and tear, excessive voltages, or any alteration to the product that affects, in Whelen's judgment, the product's intended use and service, cut wires eliminating the possibilities of repair and/or interactions with third party devices.
4. Each Whelen product sold is covered only by the official warranty in effect at the time of purchase.
5. Whelen will not be held liable for any incidental, punitive, special or consequential damages, including without limitation, loss of use of the vehicle or equipment, loss of time, inconvenience, loss of profit, loss of business or any other damages, losses, or expenses arising from the sale, handling, or use of the products and assumes no responsibility or liability for expenses incurred in the removal and/or re-installation of products requiring service and/or repair; nor the packaging, handling, and shipping to the Factory Repair Center or Authorized Whelen Repair Center; nor for the handling of products returned from the repair center after service or repair.
6. This warranty will be void when using or substituting other than all genuine Whelen system components, such as remote head assemblies, shielded cables, siren amplifiers, and siren speakers.

Whelen reserves the right to modify this warranty statement at any time or discontinue, modify, or upgrade any products of its manufacture with design improvements without prior notice.

All Non-Whelen manufactured items that are sold by Whelen are covered by that manufacturer's warranty and are excluded from this warranty statement (such as Miovision Emitters and batteries).

This warranty gives you specific rights, and you may also have other rights which vary from state to state.

**WHELEN**<sup>®</sup>  
ENGINEERING COMPANY, INC.

51 Winthrop Road, Chester, CT 06412-1036  
(860) 526-9504 [www.whelen.com](http://www.whelen.com)