

# Really, It's No Hassle!

**That is, the Code 3  
No Hassle  
Warranty Policy!**

 **CODE 3<sup>®</sup>**

# You Deserve Better . . .

Most companies that make emergency lighting products offer a standard 1 to 5 year limited warranty that covers manufacturing or material defects in the product for the stated length of time. Under this type of warranty policy, manufacturers can, and do, find many ways to not uphold the terms of the warranty by placing the origin of the problem on the customer, or denying that the issue affects the functionality of the product.

At Code 3, we feel that those who purchase and rely on our lights to keep them safe deserve better. That is why we introduced our no-hassle warranty.

## ***The no-hassle warranty is as follows:***



- If a product fails or has an issue, call **(314.996.2800)** or email **(C3\_Tech\_Support@code3esg.com)** Code 3's technical services department. They will ask for some basic information about the product including serial number or date code and a description of failure. In most cases that is all it takes to have a replacement product sent out in advance.



- If the failed item is requested back by Code 3 for analysis, shipping is pre-paid by Code 3, otherwise it can be scrapped at your location.

## ***With the no-hassle warranty from Code 3, you no longer have to worry about whether the product meets the narrow parameters of a standard warranty policy. For example:***



- Some companies require a certain percentage of the LED diodes to be burned out or dead before they will fix the product under the warranty parameters.

## **Cut Down “Out of Service” Time**

At Code 3, these and other issues tolerated by other companies are simply unacceptable. Whether it's completely inoperable or a single diode is malfunctioning, Code 3 will replace the product quickly and without hassle.

While everyone would like their products to work 100% of the time, things do happen and lights break, especially when exposed to the conditions that lights on a fire apparatus or ambulance are exposed to on a daily basis. Removing just one perimeter light for the apparatus, however, means that it no longer meets NFPA or KKK standards and cannot be sent out on calls. At Code 3 we understand the urgent need to get that truck back up and out on calls as soon as possible. Our no-hassle warranty dramatically cuts down the time an apparatus or ambulance is out of service and removes the stresses coming from municipality pressures and low morale of fire fighters who may have to use outdated equipment.

## **Keeping You Happy**

It has been said that a company's strength is determined by how it reacts to adversity such as the failure of one of its products. With our no-hassle warranty, Code 3 demonstrates our dedication to the high quality products we produce and the ultimate satisfaction of our customers.

# CODE 3® INC.'s LIMITED WARRANTY POLICY

This warranty policy is intended to provide the best possible service experience for our customers. This warranty policy identifies the duration, exclusions, and specific coverage's for each product and the instruction for requesting return authorization. Code 3 and PSE Amber ("Seller") gives this limited warranty to the original purchaser from a distributor ("Buyer") for Code 3, Inc. & PSE Amber's product provided the product is installed and operated in accordance with manufacturer's recommendations. This limited warranty shall not be extended or varied except by a written instrument signed by Seller and Buyer. This limited warranty is for the benefit of the Buyer only and is not transferable.

## Steps for Warranty Claims

- 1.** Review this entire warranty policy to verify that the product meets all applicable requirements for a warranty claim to ensure proper processing.
- 2.** Contact the Code 3, Inc. Technical Service Department via telephone (314-996-2800) or email (C3\_tech\_support@code3esg.com) to request a Returned Material Authorization (RMA) number.  
(a) Please be prepared to specify customer account number, contact name, contact phone number, product part/model numbers, product descriptions, quantities, all applicable date codes/serial numbers and description(s) of the nonconformance(s). (b) Do not accumulate product for a period of longer than 30 days prior to requesting the RMA and returning the claims to Seller for processing. Long accumulations of product will delay warranty processing and affect warranty analysis preventing timely action for quality deficiencies. Accumulations of product exceeding 90 days will not be processed. (c) Product may need to be returned for service to occur, including replacement or credit.
- 3.** A Code 3 representative will determine if the product must be returned for analysis and/or repair. If the product requires return for warranty service please continue with the following steps 4 and 5.
- 4.** Package the product to be returned to prevent any shipping damage.  
(a) Deliver the product freight prepaid. (b) Only ship the product that has been authorized per the RMA.  
(c) Identify the RMA# on the package(s) in BOLD marker next to the product label (if the package does not provide room to hand write the RMA number, then print the number on the shipping label itself).  
(d) Returned packages that do not properly display the RMA number will delay warranty processing.  
(e) Any product returned that was not included on the RMA will not be processed through warranty.  
(f) Credit/replacement will not be granted for product that has not been returned per the RMA.
- 5.** Ship the product to the following address:  
  
Code 3, Inc.  
Attention: Technical Service Department  
10986 N. Warson Road  
St. Louis, MO 63114-2029
- 6.** Once the returned warranty claims are received at Code 3, Inc. Technical Service Department, the product will be analyzed and repaired or replaced per the discretion of the service repair technician.  
(a) The returned product must fall within the specified warranty time period to be repaired/replaced at no

cost to the customer. (b) The warranty time period begins at the date of purchase (this start date will begin no later than 12 months from date of manufacture). (c) For returned product that do not meet warranty requirements, a service technician will contact the sender to quote the repair/ replacement or to return the product in "as received" condition. (d) Credit will be issued in cases when the product cannot be repaired or replaced.

- 7.** The repaired/replaced product will be packaged and shipped back to the customer location at cost to Code 3, Inc.

These steps are required for all warranty claims. Please contact the Technical Service Department with any questions regarding the claim process.

Product warranty durations are available for review on Code 3's website [www.code3esg.com](http://www.code3esg.com).

Use of lamp or other electrical load of 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. Sealed product that shows evidence of broken or tampered seals will cause this warranty to become void.

For out of warranty service, please contact the Technical Service Department (314-996-2800 or C3\_tech\_support@code3esg.com) for quotes and return authorization information.

\*Seller reserves the right to repair or replace product at its discretion. Seller assumes no responsibility or liability for expenses incurred for the removal and/or reinstallation of products requiring service and/or repair. Seller assumes no liability for expenses incurred in the packaging, handling, and shipping of the product to the factory service department for repair/service. The remedies provided herein are Buyer's sole and exclusive remedies, whether for claims under and express or any implied warranty, breach of either, tort or otherwise. In no event shall Seller be liable for any special, indirect, incidental or consequential damages arising out of the breach of this warranty or the purchase, installation, ownership or use of Seller's products, nor shall Seller be responsible for representations, warranties or agreements made by any employee, agent or other person that purport to modify or add to any of Seller's obligations under this document. Except as set forth in this limited warranty, Seller makes no other express or implied warranties whatsoever, including, without limitation, warranties of fitness for a particular purpose or merchantability, with respect to the product.

\*\*Seller reserves the right to update the warranty statements, processes and policies. This policy, effective 1/01/2015, supersedes previous versions.





## Benefits of Code 3's No Hassle Warranty!

- With a simple e-mail or phone call and a few questions, we'll make sure your product related issue(s) is taken care of.
- Drastically cut down on "out-of-service" time for your apparatus. Code 3 sends you the new product quickly and without hassle.
- Easily contact us at:
  - E-mail: [C3-Tech-Support@code3esg.com](mailto:C3-Tech-Support@code3esg.com)
  - Phone: (314) 996-2800
  - Website: [code3esg.com](http://code3esg.com), select Sales & Service tab, then Tech Support Request, then fill out the Request for Tech Support.



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(314) 426-2700 | [cs-c3@code3esg.com](mailto:cs-c3@code3esg.com) | [www.code3esg.com](http://www.code3esg.com)

A Division of ESG | [www.eccosafetygroup.com](http://www.eccosafetygroup.com)

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