



**USER AVIATION DIRECT WARRANTY  
(FOR AVIATION PRODUCTS ONLY)**

Whelen Engineering Company, Inc. warrants products of its manufacture against defects in material and workmanship, provided that the product has been installed and operated in accordance with the manufacturer's recommendations. During the warranty period the Whelen Service Center† will rebuild or replace (at its option) any parts or electronic assemblies of the unit which disclose a defect in material or workmanship. Whelen will pay ground transportation from Whelen factory to customer via U.P.S. Ground where available (in the continental United States).

The above warranty is between the end consumer (ultimate user) and Whelen Engineering Company, Inc. (manufacturer). No prior authorization is required for returning Whelen products for warranty consideration. Each Whelen product sold is covered only by the official warranty in effect at time of purchase.

This warranty is not applicable to any Whelen product that has failed due to abuse, misuse, improper installation, excessive voltages, or alterations to the product that affects, in the manufacturer's judgment, intended use and service. Whelen will not be held liable for any incidental or consequential damages, and assumes no responsibility or liability for expenses incurred in the removal and/or re-installation of products requiring service and/or rebuild; nor the packaging, handling, and shipping to the Whelen Service Center†, nor for the handling of products returned from the service center after service or rebuild.

**There are no other warranties, expressed or implied, including, but not limited to, any implied merchantability or fitness for a particular use.**

All Whelen incandescent and halogen bulbs, or polycarbonate/plastic materials are not covered by this warranty. This warranty will be void when using or substituting other than all-genuine Whelen system components such as remote head assemblies, xenon flash tubes, or shielded cables.

Whelen Engineering Company, Inc. 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.

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

**WHELEN ENGINEERING COMPANY ELECTRO-MECHANICAL AND STROBE PRODUCTS  
2-YEAR WARRANTY**

Whelen Strobe Power Supplies & Electronic Flasher Assemblies are covered by a factory direct warranty for up to a maximum two years from date \*of purchase. (not to exceed three years from date of manufacture), with proof of purchase. In accordance with the policy statement described herein, the unit may be returned directly to the Whelen Service Center† for warranty consideration.

**5-YEAR WARRANTY**

Aviation LED product is covered by a factory direct warranty up to a maximum five years from date of purchase. (not to exceed six years from date of manufacture), with proof of purchase. In accordance with the policy statement described herein, the unit may be returned directly back to the Whelen Service Center† for warranty consideration

**12 MONTH DIRECT WARRANTY - XENON FLASH TUBES**

If the Xenon flash tube assembly is returned to Whelen within 12 months of the date which is affixed to the flash tube, Whelen will replace that flash tube free of charge ONE TIME ONLY, subject to the conditions and steps here in

**12 MONTH EXTENDED WARRANTY - WHELEN REBUILT STROBE POWER SUPPLIES**

Whelen offers to rebuild or replace, free of charge, any part of its strobe light power supplies that have been rebuilt by Whelen within 12 months and are less than 5 years old, subject to the conditions and steps here in.

**WHELEN ENGINEERING COMPANY OUT-OF-WARRANTY FACTORY REBUILD PROGRAM:**

If found to be serviceable; the Whelen Factory Service Center† will service Whelen Aviation product. This does not include replacement of any other electro-mechanical parts including flash tubes, polycarbonate domes, motors, or hardware items. Follow the "Steps To Be Taken For Return" noted below. Rebuild charges will be based on the manufacturing date of the unit. For further information contact Factory Service Department.

**STEPS TO BE TAKEN FOR WARRANTY AND NON WARRANTY RETURNS:**

- 1) Whelen products are to be returned **freight prepaid** to the:  
Whelen Factory Service Center Building B,  
51 Winthrop Road, Chester, CT 06412-0684;  
**Do not ship by bus.**
- 2) Include a short statement explaining the problem.
- 3) Include your name, address, and day-time telephone number.
- 4) **Non Warranty Service:** All returned freight and Customs and Brokerage fees will be the responsibility of sender or designated representative.
- 5) **Warranty Service:** Whelen will pay ground transportation from the Whelen Service Center† to the customer via U.P.S. Ground where available in the continental United States.



51 WINTHROP ROAD, CHESTER, CONNECTICUT 06412-0684  
TELEPHONE: (860) 526-9504 • FAX: (860) 526-2009  
WEBSITE: www.whelen.com • EMAIL: aviation@whelen.com  
WHELEN 800 FAX ORDER LINE ONLY: 800-637-8762

— EFFECTIVE 12/21/12, REPLACES ALL PREVIOUSLY PUBLISHED SERVICE POLICIES —

† The only AUTHORIZED WHELEN REPAIR CENTER(S) are predetermined by the Whelen Factory via official listing obtained from Whelen Engineering Company, Chester, CT.      \* New/Revised