

2013 North American Commercial Product Warranty Policy

The Clore Automotive Guarantee

Clore Automotive products are guaranteed to be free from defects in materials and workmanship for the Warranty Period set forth in the chart below. All Warranty Periods are from the date of purchase (dated sales receipt required). The Clore Automotive Guarantee is not extended to products which, in Clore's sole judgement, have been misused, abused or modified from their original state.

The foregoing warranty is in lieu of all other warranties, whether oral, written, expressed, implied or statutory, including, but not limited to, implied warranties of fitness for a particular purpose or merchantability.

Product Line	Warranty Period
PORTABLE/COMMERCIAL JUMP STARTERS	
Jump-N-Carry Models	1 Year – Labor, parts and freight (one way)
Booster PAC Models	1 Year – Labor, parts and freight (one way)
Truck PAC Models	1 Year – Labor, parts and freight (one way)
SOLAR Commercial Jump Starter/Chargers (2001, 3001, HT1224, FMB1224)	1 Year – Labor, parts and freight (one way) Remove battery(ies) prior to shipment.
SOLAR PRO-LOGIX BATTERY CHARGERS, BENCH CHARGERS and POWER INVERTERS	1 Year – Over the Counter Replacement
SOLAR WHEEL-TYPE BATTERY CHARGERS	2 Years – Labor, parts and freight (one way)
SOLAR BATTERY TESTERS All models except Model 1855 Model 1855	1 Year – Over the Counter Replacement 1 Year – Labor, parts and freight (one way)
CHRISTIE BATTERY CHARGERS and TESTERS Model Nos. FDC, BTC Model QWC, QDD, QMT All other Models	CHRISTIE 10/5/1 Limited Warranty* (Excludes cables and clamps) CHRISTIE 5/2/1 Limited Warranty* (Excludes cables and clamps) 1 Year – Labor, parts and freight (one way)
VIPER COOLING SYSTEM SERVICE EQUIPMENT	1 Year – Labor, parts and freight (one way)
T-TECH ATF EXCHANGE EQUIPMENT	1 Year – Labor, parts and freight (one way)
RECONDITIONED	90 Days – Labor, parts and freight (one way)
All Other (accessories, service parts)	90 Days – Labor, parts and freight (one way)

* CHRISTIE 10/5/1 Limited Warranty (Excludes cables and clamps)
10 Years Transformer and Rectifier/5 Years on all other parts (Excludes cables and clamps)/1 Year FREE Service

* CHRISTIE 5/2/1 Limited Warranty (Excludes cables and clamps)
5 Years Transformer and Rectifier/2 Years on all other parts (Excludes cables and clamps)/1 Year FREE Service

This policy exists solely to provide end users with warranty coverage for Clore Automotive products. See "Warranty Repair and Return Procedures" for details on how to handle specific warranty situations. End User original sales receipts are required for all warranty claims and Over-the-Counter Exchanges. All warranty repair must be performed by a Clore Automotive Authorized Warranty Service Center – we reserve the right to have warranty product returned for analysis. Under no circumstances shall Destroy in the Field be used as an option.

All returns to Clore Automotive must have an RMA from Clore Automotive or they will be sent back at your expense. Fax RMA request to 800.716.6531. Freight (one way) is prepaid freight for the return of your repaired product shipped from an Authorized Warranty Service Center.

Warranty Repair and Return Procedures

**Over-the-Counter Exchange for Battery Service Products –
Jump-N-Carry, Booster PAC or Truck PAC Jump Starters 1-30 Days After Date of End User Purchase
SOLAR Wheel-Type Battery Chargers and CHRISTIE Battery Chargers/Testers 1-30 Days After Date of End User Purchase
SOLAR Pro-Logix and Bench-Type Battery Chargers 1-365 Days After Date of End User Purchase
SOLAR Battery Testers (excluding Model No. 1855) and Power Inverters 1-365 Days After Date of End User Purchase**

If a product from one of the above listed product categories fails due to a defect in material or workmanship within the period specified above, an Over-the-Counter exchange is allowed. The *Original Proof of Purchase Receipt* is required to verify unit failure within the above specified OTC Exchange period.

How to Handle? Exchange the item for the customer with a like item (same Model No.) that will satisfy his/her needs.

How to Process? Please follow these procedures to help ensure you receive accurate credit for returns in a timely manner:

1. All Over-the-Counter exchanged items must be accompanied by a dated sales receipt.
2. Distributor should request a Return Materials Authorization (RMA) from Clore Automotive for return and credit. Fax RMA Request to Clore Customer Service (fax – 800.716.6531).
3. Clore Customer Service, upon review of the RMA Request, will issue a Return Materials Authorization and supporting documents, which must be included on the cartons and paperwork of the return. **DO NOT RETURN GOODS WITHOUT RMA. RETURN MAY NOT EXCEED QUANTITIES SPECIFIED ON THE RMA** – Credit will only be issued for the quantity reflected on the RMA.
4. Distributor, upon receipt of RMA from Clore Automotive, may then return product to Clore Automotive, 8600 NE Underground Drive, Pillar 248, Kansas City, MO 64161, 816.459.2200.
5. Clore Automotive, upon receipt of goods and paperwork, will inspect shipment and issue credit for qualifying goods accordingly (units that prove to contain defects in materials or workmanship). Clore Automotive will only issue credit for product authorized by the RMA that arrives without loss or damage. **NOTE: ANY UNAUTHORIZED RETURNS WILL BE REFUSED AND RETURNED TO DISTRIBUTOR ON A COLLECT BASIS. ANY SHIPMENT THAT ARRIVES ON OUR DOCK THAT IS NOT OSHA OR U.S. DOT COMPLIANT WILL BE REFUSED.**

Chemicals of any kind, including, but not limited to, coolant recycling chemicals, coolant extenders and leak detection dye cannot be returned for any reason.

Questions regarding the Over-the-Counter Exchange Process? Call Customer or Technical Service at 800.328.2921.

Standard Warranty Procedure – Jump-N-Carry, Booster PAC and Truck PAC Portable Power Sources from Day 31 to end of Warranty Period After Date of End User Purchase

If a **Jump-N-Carry, Booster PAC** or **Truck PAC** Portable Power Source fails to give satisfactory service due to defects in materials or workmanship between day 31 and the end of the Warranty Period, the end user should return the product with battery and *dated proof of purchase* to Clore Automotive (see details below).

How to Handle? The end user should not request warranty service through their point of purchase – all inquiries about warranty and repair issues must be made directly with Clore Automotive. For **Jump-N-Carry, Booster PAC** and **Truck PAC** Portable Power Sources, the end user should return product, with battery and *dated sales receipt* to Clore Automotive, Warranty Service, 8600 NE Underground Drive, Pillar 248, Kansas City, MO 64161. End user is responsible for all insurance and freight and other transportation charges to the factory. We will repair and return the unit, freight prepaid, if the repair is covered under our warranty. Clore Automotive is not responsible for damage incurred to the unit in transit.

Standard Warranty Procedure – SOLAR Wheel-Type Battery Chargers and CHRISTIE Battery Chargers and Testers from Day 31 to end of Warranty Period After Date of End User Purchase

If a **SOLAR** Wheel-Type Battery Charger or **CHRISTIE** Battery Charger or Tester fails to give satisfactory service due to defects in materials or workmanship between day 31 and the end of the Warranty Period, the end user should return the product and *dated proof of purchase* to a Clore Automotive Authorized Warranty Service Center (see details below).

How to Handle? The end user should not request warranty service through their point of purchase – all inquiries about warranty and repair issues must be made directly with a Clore Authorized Warranty Service Center. For nearest Clore Authorized Warranty Service Center, visit www.cloreautomotive.com or call our Tech Service line at 800.328.2921.

Standard Warranty Procedure – SOLAR Commercial Jump Starting Equipment, VIPER Cooling System Service Equipment and T-TECH ATF Exchangers

If a **SOLAR** Commercial Jump Starter/Charger, **VIPER** Cooling System Service Center or **T-TECH** ATF Exchanger fails to provide satisfactory service due to defects in materials or workmanship during the warranty period, the end user should contact a Clore Authorized Warranty Service Center for Warranty Service.

How to Handle? The end user should not request warranty service through their point of purchase – all inquiries about warranty and repair issues must be made directly with a Clore Authorized Warranty Service Center. For nearest Clore Authorized Warranty Service Center, visit www.cloreautomotive.com or call our Tech Service line at 800.328.2921.

2013 Retail Product Warranty Policy

The Clore Automotive Guarantee

Clore Automotive products are guaranteed to be free from defects in materials and workmanship for the Warranty Period set forth in the chart below. All Warranty Periods are from the date of purchase (dated sales receipt required). The Clore Automotive Guarantee is not extended to products which, in Clore's sole judgement, have been misused, abused or modified from their original state.

The foregoing warranty is in lieu of all other warranties, whether oral, written, expressed, implied or statutory, including, but not limited to, implied warranties of fitness for a particular purpose or merchantability.

Product Line	Warranty Period
CarStart JUMP STARTERS	6 Months – Labor, parts and freight (one way)
CHARGE IT! BATTERY CHARGERS	1 Year – Over the Counter Replacement
CHARGE IT! BATTERY TESTERS	1 Year – Over the Counter Replacement
RECONDITIONED	90 Days – Labor, parts and freight (one way)
All Other (accessories, service parts)	90 Days – Labor, parts and freight (one way)

This policy exists solely to provide end users with warranty coverage for Clore Automotive products. See "Warranty Repair and Return Procedures" for details on how to handle specific warranty situations. End User original sales receipts are required for all warranty claims and Over-the-Counter Exchanges. Under no circumstances shall Destroy in the Field be used as an option.

All returns to Clore Automotive must have an RMA from Clore Automotive or they will be sent back at your expense. Fax RMA request to 800.716.6531. Freight (one way) is prepaid freight for the return of your repaired product shipped from an Authorized Warranty Service Center.

Warranty Repair and Return Procedures

Over-the-Counter Exchange for Battery Service Products – CarStart Jump Starters 1-6 Months After Date of End User Purchase; CHARGE IT! Battery Chargers and Testers 1-365 Days After Date of End User Purchase

If a product from one of the above listed product categories fails due to a defect in material or workmanship within the period specified above, an Over-the-Counter exchange is allowed. The *Original Proof of Purchase Receipt is required* to verify unit failure within the above specified OTC Exchange period.

How to Handle? Exchange the item for the customer with a like item (same Model No.) that will satisfy his/her needs.

How to Process? Please follow these procedures to help ensure you receive accurate credit for returns in a timely manner:

1. All Over-the-Counter exchanged items must be accompanied by a dated sales receipt.
2. Distributor should request a Return Materials Authorization (RMA) from Clore Automotive for return and credit. Fax RMA Request to Clore Customer Service (fax – 800.716.6531).
3. Clore Customer Service, upon review of the RMA Request, will issue a Return Materials Authorization and supporting documents, which must be included on the cartons and paperwork of the return. **DO NOT RETURN GOODS WITHOUT RMA. RETURN MAY NOT EXCEED QUANTITIES SPECIFIED ON THE RMA** – Credit will only be issued for the quantity reflected on the RMA.
4. Distributor, upon receipt of RMA from Clore Automotive, may then return product to Clore Automotive, 8600 NE Underground Drive, Pillar 248, Kansas City, MO 64161, 816.459.2200.
5. Clore Automotive, upon receipt of goods and paperwork, will inspect shipment and issue credit for qualifying goods accordingly (units that prove to contain defects in materials or workmanship). Clore Automotive will only issue credit for product authorized by the RMA that arrives without loss or damage. **NOTE: ANY UNAUTHORIZED RETURNS WILL BE REFUSED AND RETURNED TO DISTRIBUTOR ON A COLLECT BASIS. ANY SHIPMENT THAT ARRIVES ON OUR DOCK THAT IS NOT OSHA OR U.S. DOT COMPLIANT WILL BE REFUSED.**

Questions regarding the Over-the-Counter Exchange Process? Call Customer or Technical Service at 800.328.2921.

CARSTART
by SOLAR

CHARGE IT!
by SOLAR