



## PRODUCT WARRANTY

Conwin Carbonic Company, Inc. warrants to the original purchaser that the product purchased is free of defects in materials and workmanship for 2-years from the date of purchase. This warranty does not apply if the product has been damaged by an accident, electrical fault, or through misuse, abuse, or normal wear and tear. Conwin's Product Warranty applies exclusively to Conwin manufactured products including: basic inflators, air inflators, digital inflators, remote systems, accessories, special effects, and safety equipment.

### WHAT IS COVERED

Conwin's products are manufactured according to a rigid code of quality standards. If defects in materials or workmanship occur within 2-years from the date of purchase Conwin will repair or replace the product at Conwin's option. Customers are responsible for all shipping charges to Conwin for repairs, whether under warranty or not, including duties, VAT, and taxes. All shipping charges must be prepaid and items need to be properly insured.

### WHAT IS NOT COVERED

Conwin's Product Warranty is non-transferable and does not cover defects resulting from normal wear and tear, damage incurred during shipping, accidents, alterations, neglect, improper or incorrectly performed maintenance or repairs, modifications, failure to follow instructions, misuse, fire, flood, or acts of God. Please view the FAQ section at [ConwinOnline.com](http://ConwinOnline.com) for more information. "Wear and tear" is damage that naturally occurs as a result of normal use. Regardless of how carefully you use and care for your Conwin product, service and maintenance will be required. Examples of "wear and tear" issues after 2-years in service that are not covered under Conwin's Product Warranty include, but are not limited to the following components: timer board, solenoid, motor, foot pedal, overlay panel buttons, outlet extension tips, and O-rings. For warranty evaluations, please contact a Conwin Repair Technician.

### WARRANTY LIMITATIONS

Conwin's Product Warranty is given in lieu of all other warranties expressed or implied, written or oral. No employee, agent, dealer, distributor, or other person is authorized to give any warranties on behalf of Conwin Carbonic Company, Inc. Units that utilize replacement parts or components that are no longer manufactured by Conwin cannot be repaired. Conwin will not send a temporary unit or replacement unit until the unit in question has been received and inspected by Conwin's Service & Repair Dept. nor will Conwin compensate the customer for loss of time, loss of use, inconvenience, property damage caused by a Conwin product, or any other incidental or consequential damages or expenses incurred by the customer due to use of or inability to use any Conwin product.

### SHIPPING CHARGES

Customers are responsible for all shipping charges to Conwin, whether the product is deemed to be under warranty or not, including duties, VAT, and taxes. All shipping charges must be prepaid and items insured. Products under warranty will be shipped back to the customer by the most economical means available. If desired, expedited shipping is available at the full expense of the customer. Customers are responsible for shipping charges to and from Conwin for products not covered under warranty. Please view the FAQ section at [ConwinOnline.com](http://ConwinOnline.com) for more information.

### INTERNATIONAL ELECTRICAL CURRENT WARNING

The Conwin Line of electrical inflators are precision instruments designed to operate under very specific conditions and are not intended for sale or use in all countries due to strong variances of electrical current and extreme climate conditions. We recommend that Conwin Electrical Inflators not be used in countries with sporadic, undetermined, excessive, or unregulated current flows. Conwin equipment used in any such country will not be warranted or repaired. For a list of countries Conwin's electric inflators are not approved for, please refer to the FAQ section at [ConwinOnline.com](http://ConwinOnline.com).

### HOW TO RECEIVE SERVICE

Visit [ConwinOnline.com](http://ConwinOnline.com)'s Service & Support Center for troubleshooting tips, replacement parts, instruction sheets, how-to videos, and more. If your product requires factory service, please complete the online Service and Repair request form to file your claim.



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