

## Limited Warranty

Greenlee Textron Inc. extends the following warranty to the original purchaser of these goods for use, subject to the qualifications indicated. Greenlee Textron Inc. warrants to the original purchaser for use that the products sold by it will be free from defects in workmanship and material for a period of one year (three years for Power Tools and Gator® battery-powered and corded tools, not including batteries) from the date of purchase, provided such goods are installed, operated, maintained, and used in accordance with Greenlee Textron Inc.'s written instructions.

Ordinary wear and tear, and damage from abuse, neglect or alterations are not covered by this warranty. This warranty is null and void if instructions and operating procedures are not followed.

Greenlee Textron Inc.'s sole liability and Purchaser's sole remedy for a failure of goods under this limited warranty, and for any and all claims arising out of the purchase and use of the goods, shall be limited to the repair or replacement of the goods that do not conform to this warranty, and shall be in lieu of any other liability or remedy, including, without limitation, any causes of action in negligence and strict liability.

To obtain repair or replacement service under this limited warranty, the purchaser must return the product to a Greenlee Authorized Service Center, transportation prepaid.

**Do not send any warranty/repair product directly to Greenlee, as it will be returned to the sender. Only Test Instruments will be warranted, repaired, replaced, or calibrated at Greenlee with prior authorization.**

Tools found defective will be replaced or repaired at no charge and returned. There are no express warranties covering these goods other than as set forth above. The implied warranties of merchantability and fitness for a particular purpose are specifically excluded. Greenlee Textron Inc. assumes no liability in connection with the installation or use of this product, except as stated in this limited warranty. **Greenlee Textron Inc. will in no event be liable for incidental or consequential damages.**

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow either limitations on implied warranties, or exclusions from incidental or consequential damages, so the above limitation and exclusion may not apply to you.

Any questions pertaining to this limited warranty should be addressed to:

Greenlee / A Textron Company  
customerservice@greenlee.textron.com

Greenlee Textron Inc. has elected not to make available the informal dispute settlement mechanism which is specified in the Magnuson-Moss Warranty Act.

*Note: Rental units and demonstrators used for income producing purposes are warranted for 90 days. Rental units and demonstrators which are resold are not covered under warranty by Greenlee Textron Inc. Any warranty, whether expressed or implied, rests solely with the seller.*

## Lifetime Limited Warranty on Hand Benders, Select Hand Tools, Paladin Tools and Most Greenlee Electrical Test Instruments

Greenlee Textron Inc. warrants to the original purchaser of these goods for use that these products will be free from defects in workmanship and material for their useful life, excepting normal wear and abuse. This warranty is subject to the same terms and conditions contained in Greenlee Textron Inc.'s standard one year limited warranty.

## Greenlee Electrical Test Instrument Repair and Calibration

For all Greenlee Electrical Test Instrument repairs, a Return Material Authorization number (RMA) will need to be obtained by filling out the RMA request form and submitting the completed form to Customer Service. The RMA request form can be found at <http://www.greenlee.com/Service/warranty.shtml> and clicking on "RM Request Form". Once the completed form is received, an RMA number and shipping instructions will be provided. Average turn around for an RMA number to be issued is 24 hours. Items received without prior authorization and RMA number on the shipping label will be returned freight collect.

For items not covered under warranty (such as items dropped, abused, etc.), a repair cost quote is available upon request.

*Note: Prior to returning any test instrument, please check replaceable batteries or make sure the battery is at full charge.*

Many end user customers require assurance of product performance. Proof of accuracy and precision of an instrument is often required. This requirement may be a result of Independent Office for Standardization (ISO) procedures or customer quality audit requirements.

Greenlee Textron Inc. can provide calibration service for specifically marked hand-held electrical test equipment. Calibration assures the customer that the instrument has been checked and/or calibrated using equipment that is checked and calibrated to standards that are traceable to the National Institute for Standards and Technology (NIST). Products currently included are all clamp meters, professional series DMM's and megohmmeters. A certificate will be provided.

To obtain this calibration service, a Return Material Authorization number (RMA) will need to be obtained by filling out the RMA request form and submitting the completed form to Customer Service. The RMA request form can be found at <http://www.greenlee.com/Service/warranty.shtml> and clicking on "RM Request Form". Once the completed form is received, an RMA number and shipping instructions will be provided. Average turn around for an RMA number to be issued is 24 hours. Items received without prior authorization and RMA number on the shipping label will be returned freight collect.