



## **Warranty Policies and Procedures**

### **Battery Testers & Diagnostic Chargers:**

#### **Patents:**

The battery tester/diagnostic charger is made by Midtronics, Inc., and is protected by one or more U.S. and foreign patents. For specific patent information, contact Midtronics, Inc. at 866-592-8060.

#### **Limited Warranty:**

This battery tester/diagnostic charger is warranted to be free of defects in materials and workmanship for a period of one year from date of purchase. Midtronics will, at our option, repair the unit or replace the unit with a remanufactured tester. This limited warranty applies only to Midtronics battery tester/diagnostic charger and does not cover any other equipment, static damage, water damage, over voltage, dropping the unit or damage resulting from extraneous causes including owner misuse. Midtronics is not liable for any incidental or consequential damages for breach of warranty. The warranty is void if owner attempts to disassemble the unit, or to modify the cable assembly.

## **Repair and Return Procedures**

Contact Midtronics Customer Service Department at 1-866-592-8060 for a Return Material Authorization number prior to returning any tester/diagnostic charger unit for repair. Once this number is received, please mark it on the shipping container and return the unit to Midtronics Service Department at:

Midtronics, Inc.  
7000 Monroe Street  
Willowbrook, IL 60527  
ATTN: RMA# \_\_\_\_\_

## **Handling of Alleged Defectives**

#### **Contact:**

NAPA Customer Service  
Phone 1-866-592-8060  
Fax 630-323-2844  
E-mail - [nbt@midtronics.com](mailto:nbt@midtronics.com)

## **Out of Warranty Service Guidelines**

### **Battery Testers/Diagnostic chargers:**

To obtain service, purchaser should contact Midtronics for a Return Material Authorization number, and return the unit to Midtronics, freight prepaid. Attention: RMA#\_\_\_\_\_ Midtronics will service the tester/diagnostic charger and reship, the next scheduled business day following receipt or next day after repair cost is approved, using the same type carrier and service as received. Battery testers beyond the warranty period are subject to the repair charges as well as shipping and handling charges in effect at that time. Optional remanufacturing service is available to return the tester to like-new condition. Out of warranty repairs will carry a 3 month limited warranty. Remanufactured units purchased will carry a 6-month warranty.

**Contact & Title:** Customer Service Dept.

**Supplier:** Midtronics

**Address:** 7000 Monroe Street

**City, State & Zip:** Willowbrook, IL 60527

**Phone & Fax:** 866-592-8060 Fax 630-323-2844