



To: Lectrotab Distributors
Re: Warranty Replacement Program and Process
Date: December 1, 2010

Lectrotab is dedicated to honoring its warranty replacement program and has instituted the following process. If you have a customer with a Lectrotab part failure, covered under warranty, please replace it with a similar part from your current inventory. Follow the steps listed below to replace your inventory.

1. To determine if a Lectrotab part is covered under warranty, please see the "Warranty Period" listed below. All Lectrotab parts have a serial number date code used to determine if the part is still within the warranty period. The actuator serial number is located on the right side of the upper cover. An example for actuators would be "AK09" (K represents the month of October in alphabetical order (skip letter I) and 09 the year). The Oval control serial number date code is located on the back side of the control on a label (SETR-61-ASSY, 0623, 06 represents the year and 23 is the 23 week of the year). Also, please review the Lectrotab Lifetime Warranty for actuators to determine if an actuator failure is covered under warranty.

<u>Lectrotab Part</u>	<u>Warranty Period</u>
Actuators	5 years for actuators with serial numbers prior to October 1, 2009 (*K09**) Lifetime for actuators with serial numbers on or after October 1, 2009 (*K09**)
Oval (SETR)	2 years
Rocker Switch (SAF type)	2 years
Wireless Control (WTR)	2 years
Tabs (T or TA)	5 years

2. Standard actuator failures due to material and workmanship defects may be replaced with an exact or like model by obtaining a "Return Authorization" number from Lectrotab and sending the failed actuator back for warranty evaluation. If the returned actuator is deemed to be covered under warranty, a replacement actuator will be shipped to you ground freight, FOB Richmond, Virginia for domestic customers. For Lectrotab part failures other than actuators, please contact Lectrotab directly for a "Return Authorization" number.
3. Actuator failures due to normal wear and tear, misuse, abuse, neglect, negligence, incidental or consequential damages or a failure to follow Lectrotab's written installation instructions are NOT covered by this lifetime warranty policy.
4. This lifetime warranty policy does NOT cover labor cost, hauling fees or any other associated fees pertaining to replacing the actuator.

Your cooperation is greatly appreciated.

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