

# Hassle-Free Warranty



ASA Electronics® is proud to offer our exclusive Hassle-Free Warranty. All JENSEN®, JENSEN® Heavy Duty, JENSEN® Marine, Voyager®, Klipsch Marine®, Polk Ultramarine®, iN·Command® Control Systems and ADVENT® Air products are backed by a unique no-hassle program that guarantees our products will be free from defects for 12 months. Our Dealer Bill of Rights promises to fulfill warranty obligations fairly, and promptly.

ASA Electronics' Dealer Bill of Rights allows you to:

1. Speak directly with a highly-trained customer service or technical support representative when you need them.
2. Have replacement and repair parts shipped ASAP.
3. Be reimbursed for labor at your posted labor rates.
4. Receive payment for your labor claims within two weeks.

For immediate technical support call:

(800) 688-3135



*Voyager*



**Klipsch**  
MARINE



**iN·Command**  
CONTROL SYSTEMS

**polk**  
ULTRAMARINE

**ADVENT**  
AIR

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## PROGRAM DETAILS

If you should have an issue with a JENSEN®, JENSEN® Heavy Duty, JENSEN® Marine, Voyager®, Klipsch Marine®, Polk Ultramarine®, iN-Command® Control Systems, or ADVENT® Air product, have your repair technician call ASA Electronics' experienced troubleshooting team while the product is still installed and we will help you sort out the problem.

- If the unit is determined to be a possible manufacturing defect, please provide our representative with the following information:
  - Troubleshooting code
  - Model number
  - VIN number
  - Serial number
  - Proof of purchase (original dealership or consumer)
  - Detailed description of defect
  - Posted hourly labor rate
- We will immediately ship a replacement unit and a return call tag back to you within 24 hours of receiving the phone call (an invoice will not be generated for the part).
- Upon receipt of the replacement unit, pack up the defective unit in that same box, write the RA# on the outside of the box, apply the enclosed call tag, and ship the defective unit back to ASA Electronics for thorough testing. The unit must be returned within 30 days in order to receive labor reimbursement.
- Once the unit is fully tested, we will determine what type of failure occurred and compute the dealer labor credit per the flat rate schedule on the following page.
- The applicable labor credit check will then be mailed within 10 business days.
- Labor reimbursement will not be provided if:
  - unit is physically damaged or altered by the dealer or consumer
  - unit is determined to be out of warranty



*Voyager*



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## FLAT-RATE SCHEDULE

HOURS	PRODUCT DESCRIPTION
0.2	Speakers, non-wired remote control
0.3	Antenna, wired remote control
0.3	Microwave, refrigerator
0.3-1.0	System harness (does not apply to installation defects)
0.5	Radio (including satellite & Bluetooth), CD/DVD player
0.5	Navigation system
0.5	PA system, amplifier, repeater
0.5	All observation cameras and monitors
0.5	Television/monitor
0.5	Keyless Entry
1.0	Complete roof mount A/C unit (replacement)
0.5	Thermostat, vent cover, control unit
1.5	Compressor (and compressor components) - if approved*
1.5	Evaporator/condenser (and components) - if approved*
0.3	Defective shroud
1.2	Blower motor (and blower motor components)
0.5	iN-Command Control Systems (Display Commander)
0.5	iN-Command Control Systems (Body Control Module)

Time allotted on labor agreement is for removal and installation. These are not to be charged separately. (Example: 1.0 is for removal **and** installation of a complete A/C unit; not 1.0 for removal and 1.0 for installation.)

An additional 0.2 of an hour will be added for authorized troubleshooting with ASA Electronics Customer Service. ASA Electronics does not cover trip charges or travel fees.

\* Prior authorization is required for compressor/evaporator replacement.

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