

WARRANTY

USA WARRANTY

Product Warranty

Please keep your original purchase receipt in a safe place as proof of purchase. Warranty coverage for this product must be verified by the original purchase receipt.

The warranty period begins on the day that the product was purchased from an authorized retailer of Merotec products. Warranty coverage only applies to the original purchaser and is not transferrable.

Warranty coverage is only provided on products purchased from authorized Merotec retailers.

Warranty only applies to products purchased and OPERATED in the USA & Puerto Rico. Any product purchased or operated outside of the USA & Puerto Rico is not covered by any warranty.

(2) Two-Year Limited Warranty

The PB-22 Portable Power Station has a 2-Year Limited Warranty from the date of purchase against manufacturer defects for residential use only. Commercial use voids the warranty. This warranty does not cover accidental damage, unreasonable use, normal wear and tear, neglect or non-compliance with the Operating, Safety and Maintenance Instructions. All service, outside of normal maintenance as described in this manual, must be done by an authorized service technician. Any unauthorized service or changes to the original configuration of this product will void the warranty. All parts and accessories used on and with this product must be manufactured and or authorized by Merotec Inc.

(90) 90 Days Limited Warranty - Cables and Accessories

The accessories included with the Power Station including the charging cable and other similar parts are warranted against manufacturer defects for residential use only for a period of 90 days from the date of purchase. Warranty does not cover loss of use or other consequential damages arising from any of the above, nor does it cover repairs made or attempted by unauthorized persons.

This warranty is void if the product is used for commercial, rental or industrial purposes.

Certain parts, attachments and accessories are subject to normal wear and tear and are excluded from the warranty.

Service and Warranty Claims Process

Contact the Merotec Support Center toll-free at **(866) 902-9690 Monday-Friday between 8:30 AM and 5:00 PM ET** for service and warranty support.

Merotec Service Support agents can help you troubleshoot problems over the phone to get you back up and running as quickly as possible. In the situation where service or warranty inspection is needed, please follow these steps:

1. Call Merotec at **(866) 902-9690 Monday-Friday between 8:30 AM and 5:00 PM ET**.
2. Send in proof-of-purchase and serial number (if applicable) to confirm warranty Coverage as directed by Merotec.
3. If service or a warranty evaluation is requested, you must ship your product to Merotec. Merotec will provide an RGA number that should be used in all communications with Merotec and is required to be indicated on the product itself and on the outside of the box.
4. All shipments to Merotec must have an RGA number, Any shipment received that does not have an RGA number clearly marked on the outside of the box will be refused.
5. All shipments must be sent pre-paid, Merotec does not pay for any shipping costs for service or warranty evaluation. Merotec is not responsible for any packages that are lost by carrier. We recommend that shipments are made by a carrier that provides tracking and delcert confirmation.

For more information or to ask questions, please call toll-free **(866) 902-9690 Monday-Friday between 8:30 AM and 5:00 PM ET**.

SAVE THESE INSTRUCTIONS