



## Dynamo Products Warranty Service

Valley-Dynamo warrants its new products to be free from defects resulting from faulty manufacture or faulty components under the following terms and conditions:

### WARRANTY LENGTH

**One year** on Dynamo® Pool, Hockey and Foosball equipment.

**90 days** on Batteries, Battery Chargers and Replacement Parts

### FOR WARRANTY SERVICE

Valley-Dynamo will, at its sole option, repair, upgrade or replace this product in the event of any defect in materials or workmanship during the warranty period. This shall be Valley-Dynamo's sole obligation, and the customer's sole remedy, for any warranty claim.

Valley-Dynamo will request and you must provide the **complete Model Number & Serial Number of the unit (as shown at the top of this page – not just the last 5 digits)**, or other proof of purchase such as an invoice or receipt.

**OPERATORS AND END USERS** – While our Tech Support staff is available to assist with diagnosis and troubleshooting of your problem, contact your Distributor for Warranty Service on your equipment.

**DEALERS AND DISTRIBUTORS** – To obtain replacement and an RMA number, contact Valley-Dynamo referencing the Model number and Serial number of the unit and the nature of the problem. Valley-Dynamo will, at its discretion, send replacement parts and/or issue an RMA for the return of failed parts. To avoid billing issues, request an RMA when the failed part is present or readily available. Credit will be issued only upon receipt and inspection of the RMA. Valley-Dynamo may send replacement parts or issue an account credit. **NO REFUNDS.** Valley-Dynamo reserves the right to cancel outstanding RMAs 30 days after issue. Items returned without an

RMA will not be inspected or credited and may be refused or returned at Customer Expense.

**REPLACEMENT PARTS COVERAGE** – Valley-Dynamo warrants replacement parts for 90 days from the date of purchase. To obtain a replacement and an RMA number, contact Valley-Dynamo referencing the nature of the problem and provide proof of purchase. Valley-Dynamo will, at its discretion, send replacement parts and/or issue an RMA for the return of failed parts. To avoid billing issues, request an RMA when the failed part is present or readily available. Upon receipt and inspection of the RMA, Valley-Dynamo may send replacement parts or issue an account credit. **NO REFUNDS**. Valley-Dynamo reserves the right to cancel outstanding RMAs 30 days after issue. Items returned without an RMA will not be inspected or credited and may be refused or returned at Customer Expense.

### **ABOUT OLDER PRODUCTS**

Many Dynamo products tables have been produced over the last 50 years. Some current parts may require modification or customization to work on older tables. Some older tables may have been modified or customized, making use of current factory issue parts difficult or impossible. There is no warranty or guarantee that current parts will fit all older products. This is not considered a manufacturing defect.

### **SCOPE OF COVERAGE**

Note that our warranty is not an unconditional lifetime guarantee. Valley, Dynamo and Tornado products are made to our exacting standards and known for their durability but are not indestructible and may require periodic maintenance in order to function properly. The following are not covered by the warranty.

- 1) Shipping or transport damage
- 2) Normal wear and tear
- 3) Damage or deterioration resulting from neglect, misuse, accident, liquid spills, improper installation, abuse, pets or mishandling
- 4) Incidental or consequential damage (except at Valley-Dynamo's discretion).
- 5) Removal or installation charges.
- 6) Shipping charges except at Valley-Dynamo's discretion.
- 7) Unauthorized modification of the product.
- 8) Use of this product with unapproved parts, conversion kits or accessories. **ONLY THE DYNAMO QUIET WHITE PUCK IS APPROVED FOR USE ON THE DYNAMO COSMIC THUNDER®**

- 9) Damage from fire, flood, lightning, or other acts of nature – Valley-Dynamo recommends using a surge protector on any powered product

***Specific note regarding batteries*** – the lead acid batteries in our Bill Acceptor tables must be charged periodically or they will fail prematurely. Proper maintenance is crucial. Please consult your Owners Manual or [valleydynamoparts.com](http://valleydynamoparts.com) for complete details on proper battery care and maintenance

***Specific note regarding hockey playfields*** - The most frequent cause of warpage or laminate separation on a playfield is a liquid spill. Liquid spills are not a covered warranty failure. If warranty failure is suspected, for evaluation Valley-Dynamo will require return of the damaged playfield or at minimum at least 12 square feet (4' x 3') of the damaged section. No credit will be issued for a Playfield damaged by a liquid spill, or for incoming or outgoing freight for the replacement or returned playfield.

***Specific note regarding light bulbs*** – we do not manufacture or sell light bulbs so no warranty coverage is offered. If your product arrives with broken light bulbs, this is not a manufacturing defect and is treated as shipping or transport damage. Report it to the carrier or dealer from whom the unit was purchased.

***Specific note regarding Cosmic Thunder*** – the **Quiet White Dynamo puck** is the only puck approved for use on the Cosmic Thunder's playfield. Damage from use of unapproved pucks is not a manufacturing defect and not covered by the warranty.

## **EXCLUSION OF DAMAGES**

Valley-Dynamo's sole obligation and liability under this warranty is limited to the repair or replacement of a defective product at our option. Valley-Dynamo shall not, in any event, be liable for any incidental or consequential damages resulting from interruption of service, loss of business or revenue, or for liability in tort relating to this product or resulting from its use or possession.

## **LIMITATIONS OF IMPLIED WARRANTIES**

There are no other warranties, expressed or implied, including but not limited to those of merchantability, revenue generation, or fitness for a particular purpose. The duration of implied warranties is limited to the period specified in the Warranty Length section above.

## **TO OBTAIN TECHNICAL SUPPORT**

Please check the resources available at [www.valley-dynamo.com/parts](http://www.valley-dynamo.com/parts) or contact [TECHHELP@valley-dynamo.com](mailto:TECHHELP@valley-dynamo.com).