

**ACCOUNTING:**

9641 - 82 Ave Edmonton, AB T6C - 0Z9  
 P: (780) 434-9145 ext. 114 F: (780) 433-6530  
 EMAIL: accountsreceivable@b-b-electronics.com

**HEAD OFFICE / DISTRIBUTION CENTRE:**

17306 - 116 Ave Edmonton, AB T5S - 2X2  
 P: (780) 439-3901 TF: 1-800-279-0636 F: (780) 432-1317

**warranty@b-b-electronics.com**

## WARRANTY COVERAGE

- **Please wait for Authorization # before returning any product.**
- **Submit RA/IFD Request Form for Authorization # - failure to do so will result in delays for your claim.**

Unless otherwise stated, most products are warranted to be free from defects in parts and workmanship for a period of one year.

**Proof of purchase is required.** Discontinued product still under warranty can be replaced but may incur an upgrade charge. Client will be charged for any missing parts. **Any product tested with no fault found will be returned to client freight collect.** A product destroyed (IFD) without proper authorization could result in no replacement.

**Warranty is void in the following situations:**

- Physical damage, and/or abuse of product (including "bleeding" screens)
- Damage/corrosion incurred due to moisture, water, or fluids of any type.
- Damage resulting from exposure to adverse environmental conditions, or improper use or installation.
- Coil or cone damage caused by water or excess or improper power.
- May also be void if product or packaging is defaced. Please use Post-It flags to note faults.

**Audio System (Mosconi, Gladen)**

- If installed by a B&B authorized dealer, a 3 year limited warranty is applicable. Please request RWA.
- Amps come for repair. If repair is not possible replacement will be sent.

**Bassworx**

- Enclosures, speakers and subwoofers: 1 year with bill of sale. **Please request IFD. Failure to do so may result in no replacement and/or credit.**

**Bypass/Interface Modules**

- 1 year from date of purchase from B&B.
- Labels must be intact and legible.
- Harness and update fees may apply.

**Focal/Auditor**

- If product is DOA within 7 days of retail customer purchase (bill of sale required), B&B will replace product after it has been returned & tested.
- Any product with no fault found will be returned to client freight collect.
- Please request an IFD# for the following product:
  - Focal Speakers/Subs: Access, Integration, Performance, Auditor: if installed by a B&B authorized dealer, a 3 year limited warranty is applicable.
- Please request an RWA# for the following products:
  - If installed by a B&B authorized dealer, a 3 year limited warranty is applicable
  - Amplifiers: FPS, FD, FPX, Impulse (come for repair NOT replacement)
  - Speakers: K2 Power, Power, Utopia BE, Ultima

**Illusion**

- 3 year warranty. Comes in for replacement.

**Remote Starter Modules**

- 1 year from manufacture date or bill of sale for Solace, Titan Elite, Auto Start, DEI
- Label must be intact
- Burnt modules are not covered
- Repair charge is available for off-warranty modules
- Bill of sale must be sent.

**Solace Modules**

- Limited lifetime warranty
- Must be installed by authorized dealer accompanied with bill of sale.

**Remote Starter Remote & Antennas**

- 1 year from manufacture date or bill of sale.
- All Titan Elite product will be bench tested. If no fault is found, product is returned to customer.
- Charges for damaged casing will apply.
- TXREPAIR / STXREPAIR charges are available for off-warranty (including corrosion) Titan Elite or Solace 2way LCD remotes.

**Video**

- Movies 2 go video product is 1 year with bill of sale, or 3 years for Advent and Audiovox product.

**Sirius**

- 1 year with bill of sale. If defective after first 30 days, customer is to contact Sirius Customer Care directly 1877 - 438 - 9677.

**Clarion / Pioneer**

- For repair only.

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**Rostra**

- 3 year warranty with Bill of Sale. Comes in for replacement.

**Rydeen**

- 3 year warranty with Bill of Sale. Comes in for replacement. Must be in original packaging

**Powerbass**

- 1 year warranty with Bill of Sale. Comes in for replacement. IFD \* some exceptions may apply.

**Audiomobile**

- 1 year warranty with Bill of Sale. Comes in for replacement.

**Roswell**

- Dealer must contact Daryl at Roswell - Daryl@roswellwakeair.com

**Boost**

- 1 year warranty with Bill of Sale. Comes in for replacement.

**ODX**

- 12 year warranty on LED lights. Lifetime warranty, over the counter on halogen head lights.
- 1 year over the counter LED light bars

**Heise**

- 5 year warranty. Over the counter exchanging with bill of sale.

**Scosche**

- 1 year warranty with Bill of Sale.

**Vision Tech America / Boyo**

- 1 year warranty exchange with Bill of Sale.

**Accele**

- 1 year warranty exchange on all Accele with Bill of Sale.
- 3 year warranty exchange on Accent video pieces with customer bill of sale

**Metra**

- Kitting harnesses, access modules - 1 year over the counter exchange. Faults must be clearly listed and accompanied with bill of sale.

**Shuriken**

- 1 year IFD - **photos of voltage must be sent to warranty@b-b-electronics.com before IFD.**