



ELMO USA Corp. Service Dept.

1478 Old Country Road
Plainview, NY 11803-5006
Tel: (800) 896-3566
Fax: (516) 501-0469
www.elmoussa.com

Instructions for obtaining warranty service

Your Responsibility

The above warranties are subject to the following conditions:

You must retain your bill of sale or provide other proof of purchase. Completing and mailing in the warranty registration card within ten days after the original retail purchase is one way of providing such other proof of purchase.

All warranty servicing of this equipment must be performed by an Authorized ELMO Service Center.

Labor service charges for installation and adjustment of customer controls are not covered by this warranty.

Warranties extend only to defects in materials or workmanship as limited above and do not extend to any equipment or parts which have been lost or

discarded by you or to damage to equipment or pads caused by misuse, accident, improper installation, improper maintenance or use in violation of

instructions furnished by us; or to units which have been altered or modified without authorization of ELMO or to damage to equipment of parts thereof

which have had the serial number removed, altered, defaced or rendered illegible.

Step-By-Step Procedures - How to Obtain Warranty Service

To obtain warranty servicing, you should:

Arrange for the delivery of the equipment to the Authorized ELMO Service Center. Equipment shipped to the Service Center must be insured and safely

and securely packed, preferably in the original shipping carton, and a copy of the ELMO Repair request form explaining the defect. Also a copy of the bill

of sale or other proof of purchase must be enclosed. All transportation and insurance charges must be prepaid by you.

If you have any question about service, please contact one of the following ELMO Service Centers:

USA
ELMO USA CORP
Service Center
1478 Old Country Road,
Plainview, NY 11803-5034
Toll Free: (800) 896-ELMO (3566)

CANADA
Video Experts
145 Barr St., Unit #2
St. Laurent, Quebec
H4T 1W6 CANADA
Tel: (800) 722-3977

400 Matheson Blvd. Unit 5
Mississauga. ONT
L4Z 1N8 CANADA
Tel: (800) 722-3977

ALL WARRANTIES IMPLIED BY STATE LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY LIMITED TO THE DURATION OF THE LIMITED WARRANTIES SET FORTH ABOVE. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. WITH THE EXCEPTION OF ANY WARRANTIES IMPLIED BY STATE LAW AS HEREBY LIMITED, THE FOREGOING EXPRESS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, GUARANTEES, AGREEMENTS AND SIMILAR OBLIGATIONS OF MANUFACTURER OR SELLER WITH RESPECT TO THE REPAIR OR REPLACEMENT OF ANY EQUIPMENT OR PARTS.

IN NO EVENT SHALL ELMO BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitation may not apply to you.



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Instructions for obtaining non-warranty service

How to Obtain Non-Warranty Service

To obtain non-warranty servicing, you should:

Fill out the ELMO Repair request form below explaining the problem with the unit along with your contact information.

Arrange for the delivery of the equipment to the ELMO Service Center. Equipment shipped to the Service Center must be insured and safely and securely packed, preferably in the original shipping carton. All transportation and insurance charges must be prepaid by you.

If you have any question about service, please contact one of the following ELMO Service Centers:

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Tel: (800) 722-3977

400 Matheson Blvd. Unit 5
Mississauga. ONT
L4Z 1N8 CANADA
Tel: (800) 722-3977



Service Request Form

To help us serve you better, please complete the following information:

Company / Organization	Telephone	
Contact Name		
Address		
City	State	Zip
E-mail Address		
Description of Problem		

ELMO PRODUCT NAME	SERIAL NUMBER
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