

Phoenix Phase Converters

Lifetime

LIMITED WARRANTY

Rotary Phase Converters

All Phoenix Phase Converters control panels are warranted against defects in material and workmanship for the lifetime of the original owner. This warranty covers both control panel parts and labor for 5 years, after 5 years only labor is warranted. The idler/generator is covered by the manufacture warranty for 2 years. Warranty is from the date of purchase by the original owner. Phoenix Phase Converters will repair or replace (at our option), at no charge, any parts that are found to be faulty during the warranty period specified. The Phoenix Phase control panel warranty must be preformed by/at Phoenix Phase Converter facility and will be returned in a timely manner, but not to exceed a 5 business days of repair time. Phoenix Phase Converter will not be responsible for shipping cost to or from our facility, especially express or next day air shipping. Phoenix Phase Converters do not offer loaners converters, and is not responsible for any other charges, such as but not limited to, downtime, equipment, labor cost of electrician or owners time.

Extended Obligations of the Original Owner

1. The original proof of delivery or receipt to obtain warranty service.
2. Receipt for the installation of the converter by a industrial license electrician.
3. Idler motor/Generator motor may have to be inspected by a EASA Electric Motor Shop.
4. Repairs or replacement of Phoenix Phase Converter control panel "out of warranty" or "non-warrantable" will not be returned without prepayment.

Some instance which may void the warranty include, but are not limited to;

1. **Physical abuse or unauthorized alterations of the unit or components.**
2. **Failure to properly install ground unit.**
3. **Operation of unit above or below operational voltage of 208-250 volts.**
4. **Operation of unit without adequate ventilation, or with fan removed or broken.**
5. **Operation of unit in a corrosive environment.**
6. **Failure to follow recommended wire size, fuse, and transformer requirements.**
7. **Installation of unit by a non-licensed electrician.**
8. **Act of god including, flooding, or lightning strikes.**

Return Policy

Units may be returned for a full refund excluding shipping cost to and from our facility up to seven days of receiving the unit and that is not been used and is in it original packaging. If the purchaser want to return the unit while in transit the purchaser is responsible for all shipping cost; used converters we may offer a credit; full or partial credit is determined based on the condition of the unit.

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