



# WARRANTY SERVICE FORM

Form #16 (posted 04/12/05)

COMPLETE ALL SECTIONS OF THIS FORM BEFORE RETURNING YOUR NOVAK ITEM FOR SERVICE.  
For Customer Assistance call (949) 833-8873 Service Hours (PST): M-Th: 8am-5pm; F: 8am-4pm (Closed every other Friday)  
Turn-around time for Non-Warranty Service is 3-5 business days. Lead time, options, and pricing subject to change.

## STEP 1 • CHECKLIST FOR WARRANTY SERVICE

REVIEWED THE FOLLOWING TO ENSURE PRODUCT HAS BEEN INSTALLED AND USED PROPERLY:

- Installation Instructions (can be downloaded from website)
- PRECAUTION section of instructions
- TROUBLE-SHOOTING section of instructions
- WARRANTY statement of instructions to ensure no warranty provisions have been voided.

ITEM WAS PURCHASED WITHIN 120 DAYS, AND ONE OF THE FOLLOWING IS ATTACHED (required for warranty service):

- Itemized Sales Receipt (following must be complete)  
PURCHASE DATE: \_\_\_\_\_  
HOBBY DEALER: \_\_\_\_\_ STATE: \_\_\_\_\_  
HOBBY DEALER PHONE (incl. area code): \_\_\_\_\_
- Previous Novak Service Invoice. INV#: \_\_\_\_\_ DATE: \_\_\_\_\_

COMPLETED SERVICE FORM (one form for each item). Download current form.

Once you have completed the above checklist, ship item to:

Novak Electronics, Inc. Attn: Warranty Dept.  
17032 Armstrong Ave., Irvine, CA 92614 USA

WE STRONGLY SUGGEST USING A SHIPPING SERVICE THAT USES A TRACKING SYSTEM, SUCH AS UPS OR FEDEX.

## STEP 2 • RETURN SHIPPING ADDRESS

NAME \_\_\_\_\_

STREET ADDRESS (no PO Box) \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

COMPANY NAME (if applicable): \_\_\_\_\_

SHIPPING ADDRESS IS:  Residential  Commercial  Rural

E-MAIL ADDRESS (Print Clearly): \_\_\_\_\_

DAYTIME PHONE: (\_\_\_\_\_) \_\_\_\_\_

## STEP 3 • PRODUCT & USAGE INFORMATION

Indicate Model. For receivers, also indicate radio brand (i.e. Futaba) and frequency (i.e. 75 MHz). If your model has a serial number, please include.

PRODUCT \_\_\_\_\_ SERIAL NUMBER: \_\_\_\_\_

PART NUMBER (optional) \_\_\_\_\_ (if available)

HAS THIS PRODUCT EVER FUNCTIONED PROPERLY?  Yes  No

HAS THIS PRODUCT EVER BEEN SERVICED?  Yes  No #Times \_\_\_\_\_

DESCRIPTION OF PROBLEM AT TIME OF FAILURE: (REQUIRED)

WHAT WAS THE GENERAL USE OF THIS PRODUCT? (REQUIRED)

Vehicle Type (scale, model, type): \_\_\_\_\_

Motor (#turns, model): \_\_\_\_\_

Battery (#cells, type, capacity): \_\_\_\_\_

Gearing (spur, pinion, int. trans. ratio): \_\_\_\_\_

Other: \_\_\_\_\_

## STEP 4 • ALTERNATE SERVICE (must be completed)

EACH ITEM WILL BE INSPECTED TO DETERMINE IF ANY WARRANTY CONDITIONS HAVE BEEN VOIDED, AND WILL BE PROCESSED AS FOLLOWS:

- **WARRANTY NOT VOIDED:** Item will be replaced with a remanufactured unit at no charge. Valid sales receipt must be provided.
- **WARRANTY VOIDED:** Item will be replaced or returned per customer's below directions at the indicated cost. Explanation of problem will be stated on the customer's invoice. Water damage is not a warranty issue.

IF YOUR ITEM IS NOT COVERED UNDER WARRANTY, WOULD YOU LIKE YOUR UNIT RETURNED OR REPLACED? This section will be ignored if the warranty has not been voided.

### OPTION 1: REPLACED WITH REMANUFACTURED UNIT

Item is exchanged with a remanufactured unit (same model only) at the indicated price. Remanufactured units pass the same tests as a new item, and include a new 120-day warranty, accessory kit, and instructions. This option is only available for the items listed below. To exchange item with a new or different item, select OPTION 2. There will be a \$10\* shipping/handling fee added to price. Units that operate normally will be charged \$15 plus \$10 shipping/handling fee. Items listed below are not available for individual purchase.

XRS, XXL FM/AM .....	\$29	Super Sport**, Super Sport Plus .....	\$59
Explorer II, Spy Micro .....	\$33	HV-Maxx ESC, Millennium Pro .....	\$65
Fusion, Rooster***, XXtra, Switch .....	\$35	SS5800 BL Motor, SS4300 BL Motor .....	\$30
Dually, Micro GT .....	\$39	HV4400 BL Motor .....	\$40
GT7, C2, TC2, Sup Rooster, Smart Tray, N-Pwr .....	\$49	Super Sport ESC and Motor .....	\$79
GTX, Super Duty XR, Ionic AC/DC .....	\$59	HV-Maxx ESC and Motor .....	\$89

\*\*\*Version w/ 4 heatsinks      \*\* Add \$15 to update unit to Super Sport Plus.

### OPTION 2: REPLACED WITH A NEW ITEM (SELECT MODEL)

There will be a \$10\* return shipping/handling fee added. If a brushless system (ESC and motor) is returned, 2 items can be selected for replacement (i.e. brushless ESC and motor).

<b>REVERSIBLE ESCS:</b>	<b>RACING ESCS:</b>	<b>OTHER:</b>
<input type="checkbox"/> XRS Sport .....	<input type="checkbox"/> Dually .....	<input type="checkbox"/> Smart Tray Disch. ....
<input type="checkbox"/> Spy Micro .....	<input type="checkbox"/> GTX .....	<input type="checkbox"/> SS5800 BL Motor .....
<input type="checkbox"/> Super Duty XR .....	<input type="checkbox"/> Super Sport Plus .....	<input type="checkbox"/> SS4300 BL Motor .....

<b>RECEIVERS:</b>	<input type="checkbox"/> XXtra FM 75Mhz .....	\$65
	<input type="checkbox"/> XXL FM ...	\$40    Select: <input type="checkbox"/> 27 <input type="checkbox"/> 75/Fut (Hitec) <input type="checkbox"/> 75/Air <input type="checkbox"/> 75/JR
	<input type="checkbox"/> XXL AM ...	\$35    Select: <input type="checkbox"/> 27 <input type="checkbox"/> 75/Fut (Hitec)

### OPTION 3: RETURN ITEM \$15 inspection fee charged plus \$10\* shipping/handling.

\* \$7.50 for California Residents plus 0.075% sales tax. \$22 for Alaska, Hawaii, or Puerto Rico. Add'l \$10 for rural locations. Outside USA: E-mail or call if shipping cost is needed.

## STEP 5 • RETURN SHIPPING

**IF YOU LIVE IN THE USA:** Replaced unit will be returned via UPS GROUND at no charge\* if your unit is covered under warranty. (\*\$12 for HI/AK/PR; \$10 add'l for rural loactions.)

**IF YOU LIVE OUTSIDE THE USA:** Replaced unit will be returned via AIR MAIL (2-4 weeks) and will be charged the current rate. Please call or e-mail if shipping price is needed.

SELECT FOR FASTER SHIPPING OPTIONS (Additional Charge Listed):

- UPS 2-DAY: ..... \$5.00     UPS NEXT DAY: .. \$19.50 (\$25 for AK, HI, or PR)
- UPS International (3-5 days)     E-mail me additional cost for UPS Int'l

## STEP 6 • PAYMENT METHOD (must be completed)

No charges will be made on credit card unless warranty has been voided, or a faster shipping has been selected. COMPLETE ALL INFORMATION. Sorry, no checks accepted.

VISA     MASTER CARD     MONEY ORDER (Exact amount to avoid delay)

Credit Card # \_\_\_\_\_

Print Name Exactly as it Appears on Card: \_\_\_\_\_

Billing Address: \_\_\_\_\_ Zip Code \_\_\_\_\_

3-Digit Security Code (back of card) \_\_\_\_\_

Cardholder's Signature: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

**AUTHORIZATION TO SERVICE ITEM** I authorize Novak Electronics, Inc. to service my product as I have indicated on this form. I understand that if my product is replaced, my original product will no longer be available. I understand that if my product is not covered under warranty and I have not completed STEPS 4 & 6 or signed this authorization, my product will be discarded after 30 days of receipt. I further understand that if my product operates normally, I will be charged a \$15 inspection fee and shipping/handling charges.

Signature (Required): \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_