
Silent Knight Fire Product Warranty and Return Policy

General Terms and Conditions

- All new fire products manufactured by Silent Knight have a limited warranty period of 18 months from the date of manufacture against defects in materials and workmanship. See limited warranty statement for details.
- This limited warranty does not apply to those products that are damaged due to misuse, abuse, negligence, exposure to adverse environmental conditions, or have been modified in any manner whatsoever.

Repair and RA Procedure

- All products that are returned to Silent Knight for credit or repair require a RA (Return Authorization) number. Call Silent Knight Customer Service at 800-446-6444 or 763-493-6435 between 8:00 A.M. and 4:45 P.M. CST, Monday through Friday to obtain a return authorization number. Silent Knight Technical Support is available at 800-328-0103 between 8:00 A.M. and 6:00 P.M. CST, Monday through Friday.
- RA number must be prominently displayed on the outside of the shipping box. See return address example under Advanced Replacement Policy.
- Include a packing slip that has the RA number, a content list, and a detailed description of the problem should be included with each return.
- All products returned to Silent Knight must be sent freight pre-paid. After product is processed, Silent Knight will pay for shipping product back to customer via UPS ground.
- Return the Silent Knight product circuit board only. Products that are returned in cabinets will be charged an additional \$50 to cover the extra shipping and handling costs over board only returns. **Do not return batteries.** Silent Knight has the authority to determine if a product is repairable. Products that are deemed un-repairable will be returned to the customer.
- Product that is returned that has a board date code more than 18 months from date of manufacture will be repaired and the customer will be assessed the standard Silent Knight repair charge for that model.

Advanced Replacement Policy

- Silent Knight offers an option of advance replacement for fire product printed circuit boards that fail during the first 6 months of the warranty period.
- For advance replacement of a defective board contact your local Silent Knight Distributor or call Silent Knight at 800-446-6444 or 763-493-6435 to obtain a RA (Return Authorization) number and request advanced replacement.
- Customers without a Silent Knight account must use a MasterCard, Visa, or American Express credit card to get an advance replacement.

- A new or refurbished board will be shipped to the customer. The customer will initially be billed for the replacement board but a credit will be issued after the repairable board is received at Silent Knight. All returned products must comply with the guidelines described under “General Terms and Conditions”.
- The defective board must be returned within 30 days of shipment of replacement board for customer to receive credit. No credit will be issued if the returned board was damaged due to misuse or abuse.
- Repairs and returns should be sent to:

Silent Knight

Attn: Repair Department

7550 Meridian Circle Suite 100

Maple Grove, MN 55369-4927

RA Number: _____

Limited Warranty

Silent Knight warrants that the products of its manufacture shall be free from defects in materials or workmanship for 18 months from the manufacturing date code on the printed circuit board, if such goods have been properly installed, are subject to normal proper use, and have not been modified in any manner whatsoever. Upon return of the defective product, Silent Knight will at its sole discretion, either repair or replace, at no cost, such goods as may be of defective material or workmanship. Customers outside the United States are to return products to their distributor for repair.

SILENT KNIGHT SHALL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM LOSS OF PROPERTY OR OTHER DAMAGE OR LOSSES OWING TO THE FAILURE OF SILENT KNIGHT PRODUCTS BEYOND THE COST OF REPAIR OR REPLACEMENT OF ANY DEFECTIVE PRODUCTS.

SILENT KNIGHT MAKES NO WARRANTY OF FITNESS OR MERCHANTABILITY AND NO OTHER WARRANTY, ORAL OR WRITTEN, EXPRESS OR IMPLIED, BEYOND THE 18 MONTH WARRANTY EXPRESSLY SPECIFIED HEREIN.