



ITS COMMANDER Three Year Limited Warranty

Earnest Products, Inc., (EP) warrants the ITS Commander, when properly installed and operated as outlined in the user's manual, against faulty materials or workmanship for a period of three (3) years from the earlier of the date it is placed in service or 120 days from shipment. Extended Warranties are available for additional fee at time of purchase.

This device is intended to be installed after the appropriate primary surge device and is not intended to replace or preform the function of primary surge protection. In addition, it is recommended that secondary surge protection be used on the relays if they are connected to external devices such as cameras. The unit is intended to be used powered from a properly wired and grounded outlet with the cord that is supplied with the unit. EP warranty is limited to replacement of the device with a new or remanufactured device at the sole discretion of EP.

THIS WARRANTY SPECIFICALLY EXCLUDES DAMAGE CAUSED BY IMPROPER INSTALLATION, DAMAGE CAUSED BY A THE INSTALLER, DAMAGE CAUSED BY ROADWAY TRAFFIC, ACTS OF VANDALISM, ACTS OF GOD, NORMAL WEAR AND TEAR, MODIFICATIONS OR ALTERATION OTHER THAN NORMAL MAINTENANCE, OR OTHER OCCURANCES OUTSIDE OF THE SELLERS CONTROL. THIS WARRANTY DOES NOT OBLIGATE EARNEST PRODUCTS, INC. TO BEAR ANY TRANSPORTATION, REMOVAL OR INSTALLATION CHARGES IN CONNECTION WITH THE INSPECTION, REPAIR, OR REPLACEMENT OF DEFECTIVE PARTS. EARNEST PRODUCTS, INC. OBLIGATION UNDER THIS WARRANTY SHALL NOT INCLUDE ANY LIABILITY FOR DIRECT, INDIRECT OR CONSEQUENTIAL DAMAGES OR DELAYS.

The purchaser assumes the responsibility for properly completing, installing, and grounding the enclosure in accordance with applicable industry standards, local electrical and safety codes, and any other applicable standards.

THIS WARRANTY CONSTITUTES THE ENTIRE WARRANTY WITH RESPECT TO THIS PRODUCT AND IS IN LIEU OF ALL OTHERS, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OR OF MERCHANTABILITY AND WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND IN NO EVENT IS EARNEST PRODUCTS, INC. RESPONSIBLE FOR ANY CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER.

To obtain warranty service contact Customer Service at Earnest Products, Inc. in Sanford, Florida by phone, email, or mail to obtain a return material authorization (RMA) number. The email address is contactus@itscommander.com and the phone number is 407-831-1588 or 800-866-5699.

Warranty Repairs

- All returns require an RMA number whether it is for warranty or non-warranty repair, damage, inspection, or any other reason. Returns without an RMA number may be refused.

- The following information should be provided when requesting an RMA:
 - Original customer
 - Purchase order and date.
 - Date product was installed if known.
 - Number of items or parts to be returned.
 - Model and serial number (these are contained on a label permanently affixed to the back of each unit).
 - Reason for return.
 - Action requested.
 - Contact name, telephone number and email address.

- Package the item or items in appropriate packaging. The shipping address is
 - Earnest Products, Inc.
 - 2000 E Lake Mary Blvd.
 - Sanford, FL 32773

- Mark the box prominently with Earnest Products Return Goods Authorization Number.

- Freight charges on all products returned to Earnest Products, Inc. shall be paid by the customer unless authorized in writing by Earnest Products, Inc. Collect shipments will be refused.

Earnest Products, Inc. will repair or replace any parts that it determines to be covered by warranty at its sole discretion. Earnest Products shall contact the customer with an estimated cost prior to making any repairs not covered by warranty.

Non-Warranty Repairs

Earnest Products offers repairs of your ITS Commander for units that are out of the warranted time frame at the customer's expense. To obtain a non-warranty service contact Customer Service at Earnest Products, Inc. in Sanford, Florida by phone, email, or mail to obtain a return materials authorization (RMA) number. The email address is contactus@itscommander.com and the phone number is 407-831-1588 or 800-866-5699.

- All non-warranty repairs must be accompanied by a Purchase order for \$200. This fee will cover diagnostics and be applied to the cost of the approved repairs.
- All returns require an RMA number whether it is for warranty or non-warranty repair, damage, inspection, or any other reason. Returns without an RMA number may be refused.
- The following information should be provided when requesting an RMA:
 - Original customer
 - Purchase order and date.
 - Date product was installed if known.
 - The number of items or parts to be returned.
 - Model and serial number (these are contained on a label permanently affixed to the back of each unit).
 - Reason for return.
 - Action requested.
 - Contact name, telephone number, and email address.

Earnest Products will provide an order acknowledgment for the cost of repairs to the ITS Commander if said costs exceed the \$200 diagnostic fee. If the repairs are covered by the \$200 diagnostic fee the unit will be repaired. If the repair exceeds the \$200 diagnostic fee the customer will be contacted and given the option to revise their P.O. or deny the repairs. Once the revised purchase order is received the unit will be repaired. If repairs are not approved by the customer a \$50 charge will be applied and a refund of \$150 will be sent back to the customer.

- Package the item or items in appropriate packaging. The shipping address is
Earnest Products, Inc.
2000 E Lake Mary Blvd.
Sanford, FL 32773

Mark the box prominently with Earnest Products Return Materials Authorization Number.

- Freight charges on all products returned to Earnest Products, Inc. shall be paid by the customer unless authorized in writing by Earnest Products, Inc. Collect shipments will be refused.

Repaired units not covered under the original manufacturer's warranty will have a 30-day warranty on repairs made to the unit.