

## SurePower Controller Warranty Statement

In the event the orange warranty label is cut or tampered with in any way, it will void all warranty coverage on this controller. There are two different types of controllers in the field.

Our **Legacy controller** does not have an LED indicator on the top of the controller which then requires to open the box to trouble shoot the fault. Our **Silent Glide controllers** have an LED indicator that gives fault codes based off of the amount of blinks as well as the color of the LED.

All diagnostic testing is done based off of these fault codes and using the SG Remote that is supplied with the controller. The technicians do not need to enter this box to complete any hard home resets or diagnostic testing.

If a warranty label is cut, there will be no warranty coverage on the controller regardless of diagnostic fault.

When receiving a new controller or a repaired controller from a repair, there is an initialization process that must be completed to correctly operate the controller and the assembly. This is very important when replacing SG controllers and needs to be followed to eliminate further damage to the assembly.

Please do not hesitate to reach out with any questions in regards to the controllers and their diagnostic process.

If you are in need of an RMA for a controller fault, please submit a service request and a service coordinator will reach out within 24-48 hours of receipt of form. Any parts that are sent in without an RMA are subject to delay in turnaround time.