

# **PROGRESSIVE INDUSTRIES, INC. (PII)**

"Lifetime Warranty" Information for Models:

EMS-PT30C

EMS-PT50C

SSP-30

SSP-50

EMS-HW50C

EMS-HW30C

EMS-LCHW-30

EMS-LCHW-50

PII offers a Lifetime Warranty on all models listed above to be free from defects in material and workmanship. Products must be properly installed and maintained. PII cannot be responsible for neglect or misuse of product(s). In the event a properly installed unit proves defective under normal use, PII will repair or replace the defective unit at its discretion.

This warranty is exclusive to PII and in lieu of all other warranties, obligations or liabilities implied by PII.

This is a non-transferrable Lifetime Warranty and is exclusive to the original owner and covers those products purchased from an authorized dealer, retailer or seller. This warranty does not cover unauthorized labor. Technical Support is available seven days a week, by phone to assist in diagnosing and directing the replacement of appropriate components.

Unforeseen circumstances whereby your EMS or SSP products are not covered include:

- Natural disasters: i.e., hurricanes, floods, earthquakes, etc.:
- Vehicle accidents on highways, streets or off-road;

- Failure to remove or unplug product prior to driving RV off camp site; and,
- Failure to ensure pedestal plug is clean and maintains a snug fit when you plug in, and make sure your cord is clean when plugging into the portable units.

## **PROCEDURES FOR RETURNING UNITS FOR REPAIR**

1. Contact PII Customer Service at 919.267.6964 prior to returning any product.
2. Provide a copy of the original, dated purchase receipt or registration form, a written description of the problem and any error codes that were displayed.
3. Include return shipping information: Name, address, phone number and email.
4. Package product appropriately and ship product postage paid to PII.
5. Return shipping fees are covered under your Lifetime Warranty policy and are paid by PII.
6. Portable units must be free of any personal locks and/or chains.

7. Return units to:

Progressive Industries, Inc.

Warranty Service Department

1020 Goodworth Drive

Apex, NC 27539

PII cannot assume responsibility for Acts of God, alterations, shipping/handling or any other factors not under our control.

PII has no responsibility for installation, personal injury, property damage, incidental, contingent, or consequential damages of any kind resulting from defects or failure of the unit to function.

The remedy for breach of this warranty is limited to the repair or replacement of the defective product at PII's discretion. In no case shall the liability, by law, exceed the purchase price. Some states do not allow exclusion or limitation of incidental or consequential damages or allow disclaimers, modifications, or limitations on how long a warranty lasts; therefore, the above warranty may not apply to you. This warranty gives you certain legal rights, and you may have other rights, which may vary from state to state.

1020 Goodworth Drive

Apex, NC 27539

Fax: 919-267-6975

General Info: 919-267-6948

Sales: 919-267-6959

**Tech Support: 919-267-6964**

[info@progressiveindustries.net](mailto:info@progressiveindustries.net)

[sales@progressiveindustries.net](mailto:sales@progressiveindustries.net)

[tech@progressiveindustries.net](mailto:tech@progressiveindustries.net)

[surgio@surgiosays.com](mailto:surgio@surgiosays.com)

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.