

## **WARRANTY**

AERIS intends to provide the original purchaser of its products from an [Authorized AERIS Dealer](#), with defect-free performance during the specified warranty period.

We receive frequent inquiries about our product distribution and warranty terms. So that there may be no misrepresentation of our warranty and service program terms, we post the exact text found on the registration forms.

All warranty and service programs require online product registration or submission of the warranty card included with the product. The warranty card requires both the dealer's and owner's signatures, and other specific dealer and product information, to be valid.

**ONLY products purchased from Authorized AERIS Dealers are eligible for factory warranty or service program coverage.**

**Products not purchased from an authorized source MAY NOT be authentic, be complete, have all design and production updates, meet AERIS's performance and quality standards, and may have been tampered with.**

[2-Year Limited Warranty](#)

[1-Year Limited Warranty](#)

[Product Specific Warranty Guidelines](#)

### **2-YEAR LIMITED WARRANTY**

(Regulators, Buoyancy Compensators and Instruments)

AERIS guarantees, to the original purchaser only, that the equipment purchased is free of defects in material and/or workmanship under normal recreational scuba use for a period of two years (2) from the date of consumer purchase from an Authorized AERIS Dealer, provided proper care and maintenance have been performed as prescribed by the owner's guide or instruction card included with the equipment. Should this product prove to be defective for any reason (other than those listed as limitations below) the product will be serviced or replaced at AERIS's sole discretion at no charge (excluding shipping and handling).

This warranty shall be void if the registration card is not completed and signed by both the Authorized AERIS Dealer and the product Owner, and registered with AERIS within 30 days of purchase.

This warranty shall be void if the equipment has been tampered with by a person (or persons) not authorized by AERIS to perform service, or if the equipment is used for rental, military or commercial purposes. The warranty is non-transferable, and extends to the original purchaser only. It is void if the equipment was purchased from anyone other than an Authorized AERIS Dealer.

### **WARRANTY CORRESPONDENCE**

All correspondence regarding the equipment covered by this warranty agreement or in direct reference to this warranty should be accompanied by a copy of the original sales receipt and a copy of the owner's portion of the warranty card.

### **LIMITATIONS**

Warranty does not extend to cover theft, loss, or damage due to accident, abuse, tampering, lack of maintenance, exposure to excessive temperature, extended sunlight, or deteriorating chemicals. Service or modifications by any person or persons other than an Authorized AERIS Dealership voids the warranty. AERIS will not be responsible for recovery or replacement of the product in the event of loss or theft. AERIS, its Authorized International Distributors, and Authorized Dealers make no other warranties, either expressed or implied, orally, or in writing, with respect to any other warranty coverage except those expressly stated within the preceding paragraphs. AERIS will not be held responsible for any agreements orally or in writing with the exception of those expressly included in this warranty statement. This warranty registration card and the terms contained herein supercede all statements contained in any and all owner's guides, instruction cards, or other equipment literature or catalogs. In no event will AERIS, its Authorized International Distributors, and Authorized Dealers be held responsible or liable for any personal injuries resulting from the use of the covered equipment, or for any other damages, whether direct, indirect, incidental, or consequential; even if AERIS has been advised of such damages.

**INSTRUMENTS:** Warranty does not extend to plastic gauge faces, rubber boots, HP hoses, O-rings, batteries, hose fitting corrosion, or chrome loss.

**REGULATORS:** Warranty does not extend to LP hoses, swivel or hose end O-rings, mouthpieces, stress cracks due to spraying with aerosols, rubber deterioration due to excessive exposure or lack of maintenance, chrome loss, or corrosion.

**BUOYANCY COMPENSATORS:** Warranty does not extend to abrasion, punctures or cuts to bladder material, or delamination due to exposure to chlorine exposure.

### **1-YEAR LIMITED WARRANTY**

(masks, snorkels, fins, neoprene accessories, bags, accessories, vehicles, lighting, and apparel)

AERIS guarantees, to the original purchaser only, that the equipment purchased is free of defects in material and/or workmanship under normal recreational scuba use for a period of one year (1) from the date of consumer purchase from an Authorized AERIS Dealer, provided proper care and maintenance have been performed as prescribed by the owner's guide or instruction card included with the equipment. Should this product prove to be defective for any reason (other than those listed as limitations below) the product will be serviced or replaced at AERIS's sole discretion at no charge (excluding shipping and handling).

This warranty shall be void if the registration card is not completed and sent to AERIS within 30 days of purchase.

This warranty shall be void if the equipment has been tampered with by a person (or persons) not authorized by AERIS to perform service. The warranty is non-transferable and extends to the original purchaser only and is void if the equipment was purchased from anyone other than an Authorized AERIS Dealer.

### **WARRANTY CORRESPONDENCE**

All correspondence regarding the equipment covered by this warranty agreement or in direct reference to this warranty should be accompanied by a copy of the original sales receipt and a copy of the owner's portion of the warranty card.

### **LIMITATIONS**

Warranty does not extend to cover damage from accident, abuse, tampering, lack of maintenance, theft or loss. Service or modifications by any person or persons other than an Authorized AERIS Dealership voids the warranty. AERIS will not be responsible for recovery or replacement of the product in the event of loss or theft. AERIS, its Authorized International Distributors, and Authorized Dealers make no other warranties, either express or implied, orally, or in writing, with respect to any other warranty coverage except those expressly stated within the preceding paragraphs. AERIS will not be held responsible for any agreements orally or in writing with the exception of those expressly included in this warranty statement. This warranty registration card and the terms contained herein supercede all statements contained in any and all owner's guides, instruction cards, or other equipment literature or catalogs. In no event will AERIS, its Authorized International Distributors, and Authorized Dealers be held responsible or liable for any personal injuries resulting from the use of the covered equipment, or for any other damages, whether direct, indirect, incidental, or consequential; even if AERIS has been advised of such damages. Warranty for the Voyager Dive Vehicle battery charger is limited to 90 Days. Warranty does not extend to damage to the Voyager caused by battery leakage.

### **PRODUCT SPECIFIC WARRANTIES**

This guide is intended only as a convenient reference. Limitations and specific warranties should be referenced in the specific owner's guide and/or warranty card.

PRODUCT CATEGORY	Regulators
WARRANTY COVERAGE	Materials and Craftsmanship Requires Annual Service
WARRANTY PERIOD	Two-years from date of purchase
EXCEPTIONS	LP hoses, swivel or hose end o-rings, mouthpieces, rubber deterioration, chrome loss or corrosion

PRODUCT CATEGORY	Buoyancy Compensators
WARRANTY COVERAGE	Materials and Craftsmanship Requires Annual Service
WARRANTY PERIOD	Two-years from date of purchase
EXCEPTIONS	Hose end o-rings, hose fitting corrosion, punctures or cuts to aircell Snorkel Vests - One-year

PRODUCT CATEGORY	Analog Instruments
WARRANTY COVERAGE	Materials and Craftsmanship Requires Annual Service
WARRANTY PERIOD	Two-years from date of purchase
EXCEPTIONS	Plastic gauge faces, rubber boots, HP hoses, o-rings, batteries

PRODUCT CATEGORY	Digital Instruments
WARRANTY COVERAGE	Materials and Craftsmanship Requires Annual Service
WARRANTY PERIOD	Two-years from date of purchase
EXCEPTIONS	Plastic gauge faces, rubber boots, HP hoses, o-rings, batteries

PRODUCT CATEGORY	Non-Warranty Instrument Repairs
WARRANTY COVERAGE	Materials and Craftsmanship
WARRANTY PERIOD	6 months from date of service
EXCEPTIONS	Plastic gauge faces, rubber boots, HP hoses, o-rings, batteries

PRODUCT CATEGORY	Masks, Snorkels, Fins
WARRANTY COVERAGE	Materials and Craftsmanship
WARRANTY PERIOD	One-year from date of purchase
EXCEPTIONS	Straps, normal wear

PRODUCT CATEGORY	Bags
WARRANTY COVERAGE	Materials and Craftsmanship
WARRANTY PERIOD	One-year from date of purchase
EXCEPTIONS	Tears, accidents, abuse, normal wear, corrosion of zippers

PRODUCT CATEGORY	Vehicle
WARRANTY COVERAGE	Materials and Craftsmanship
WARRANTY PERIOD	One-year from date of purchase
EXCEPTIONS	Accidental damage, abuse, battery leakage, modifications by unauthorized persons, 90 days only on battery and charger

## **RETURNS**

Product service is best provided by your Authorized AERIS Dealer. They are in the best position to immediately service your needs.

If you do not have an AERIS Dealer close by, you may send products directly to AERIS for service or inspection by adhering to the following procedures.

It is mandatory that all returns to AERIS be authorized in advance. A Return Authorization (RA) number can be obtained by the following methods:

- Calling us toll-free at (800) 647-0605, ext. 764
- [Email](#)
- Faxing us at (510) 346-0015

The [Product Return Form](#) will assist you in completing your return. Please fill this form out before calling to request a RA number. Please make a copy of this completed form and include one with your return. The RA number must be clearly printed on the outside of the box/package.

Please make sure you remove any accessories from the product being returned that are not related to the service. This may necessitate returning through your local authorized dealer.

All items returned to AERIS for service will receive full factory service and are tested like new. No partial services are available. Most of our non-warranty services are charged a flat rate per item and can be quoted in advance. Warranty service will be at no-charge to you. Please review the terms and requirements for warranty service.

Warranty on a factory-serviced item is 6 months from the date of delivery. If the service was completed under warranty, at no charge, the original purchase date remains in force. A new warranty period does not begin when a warranty service is performed. New upgrades do begin a new warranty period.

California residents must add your local sales tax to all service charges.

Preferred payment is by Visa or MasterCard. To process we need your account number, expiration date, name on the card, and billing address. Prepayment is by cashier's check or money order. Personal checks will delay the shipment a minimum of two (2) weeks. COD's are not accepted. A signature is required when shipping to an individual.

Return shipping will be by UPS Ground unless otherwise requested. Within the United States the shipping and handling charges per small package are:

**Ground \$8.00 | Blue Label \$13.00 | Red Label \$30.00**

Shipping and handling charges to locations outside of the continental US will vary. Please advise how your area is best served.

Instruments will be replaced with another unit with a different serial number. The replacement instrument will be completely remanufactured and tested like new. In some cases we will make the replacement with new. Estimates will be provided at no-charge when necessary or requested. Ground return freight in the U.S. will be no charge if estimate is declined or if the product is not serviceable.

We recommend you use an insured, traceable shipping method. We will not be responsible for a non-traceable shipment, or if damaged resulting from poor packaging. Freight collect will be refused.

## **TRADE-IN / CASH ALLOWANCE**

Trade in a single product or any combination regulator, octopus, BC, and instrument and receive an Instant Cash Allowance on brand-new AERIS products. Upgrades are Factory Authorized and qualify for all AERIS warranty and service programs.

### **SAVE 20% INSTANTLY!**

\*\*Discount applies to MSRP unless otherwise stated by dealer

All it takes is a visit to your local [Authorized AERIS Dealer](#). They are in the best position to service your needs. In fact, they may be able to upgrade your products over-the-counter.

### **FREQUENTLY ASKED QUESTIONS:**

#### **Does the product being upgraded have to be in working condition?**

The item you turn in can be in any condition, within reason of course.

#### **May I select an AERIS product, or send in a product, that is not on the Upgrade Options Chart?**

The options and pricing are carefully researched, and AERIS will adhere to the product and pricing listed on the chart.

#### **Do all AERIS Dealers offer the Instant Cash Allowance?**

Most [Authorized AERIS Dealers](#) in the USA support the upgrade program, although it is not required.

#### **Are the prices the same as listed here on the web site?**

Local prices and availability may, of course, vary.

#### **Is this program available outside of the USA?**

It varies by country. Pricing and availability outside of the USA may be obtained by contacting the Authorized AERIS Dealer, Distributor or Affiliate that represents that area.

#### **May I obtain an Instant Cash Allowance direct from the factory?**

If a local participating Authorized AERIS Dealer is not available to you, you may also receive an Instant Cash Allowance through our [Authorized AERIS Online Dealers](#).

If you prefer, you may upgrade directly with us. We will charge a reasonable shipping and handling fee and sales tax if shipped to California. Please allow 5 business days for in-house turnaround time, and up to 6 additional business days return travel time. It is important that all upgrades be authorized by AERIS in advance. An [UPGRADE FORM](#) may be downloaded that will assist you in supplying the information needed to provide prompt and accurate service.

An Upgrade Authorization (UA) number may then be obtained by:

- Calling us toll-free at (800) 647-0605, ext. 764
- [Email us](#)
- Faxing us at (510) 346-0015

For more information, please [contact](#) our Customer Service Department