

Service

If Your Valentine One Needs Repair:

Before sending your Valentine One back to us for service, please check TROUBLESHOOTING on pages 30-31.

If it's completely dead, make sure it's connected to a reliable power source. Try another car.

If it still fails to function, follow these instructions to obtain factory service.

Where to Ship:

Return your Valentine One, both power cords and lighter adapter (don't send the mounts) to:

Valentine Research
Customer Service
10280 Alliance Road
Cincinnati, Ohio 45242

How to Ship:

Ship your unit prepaid and *insured*, in its original packaging or something equally protective. You are responsible for your Valentine One until it is in our hands, so insist on a proof-of-delivery receipt.

Along with your Valentine One, please enclose the following:

- a) your name, billing address, shipping address, and e-mail address;
- b) description of the problem;
- c) your daytime telephone number; and
- d) if your Valentine One is out of warranty (older than one year), send \$45 or a credit card number with expiration date and credit card ID to cover cost of diagnosis and/or repair.

Your Valentine One will be repaired as soon as possible.

For units that have been abused or modified, a repair cost will be calculated based on parts and labor required. You will be contacted if the repair cost exceeds the \$45 basic charge.

Notes:

- 1. We will not repair any Valentine One that has an unreadable serial number.**
- 2. We ship to addresses within the USA or Canadian Provinces AB, BC or SK only.**

Prices subject to change without notice.