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Standard 2-year Warranty Services

INNO INSTRUMENT, Inc (hereinafter referred to as INNO) offers industry leading 2-year warranty service for its Pulseer e-foil products. The warranty period starts from the date of product receipt. If you can not provide a receipt or other valid proof-of-purchase, the start date of the warranty period will refer to the dispatch date of the Pulseer product, unless otherwise stipulated by INNO.

- Standard 2-year Service Warranty

Standard Warranty Repair Service

Warranty and out of warranty service should be obtained by contacting the dealer or distributor where the customer purchased the product. When requesting for service, the proof of purchase and the product serial number must be provided. The return of the defective product should be strictly through the original route of purchase, and the customers shall pack the product appropriately to prevent the returned product from suffering in the transportation.

There are no user serviceable parts inside the product. Do not allow any unauthorized service center or personnel to repair or modify the product. If the original channel is no longer in business or unavailable, customer may contact Pulseer official website email support@pulseersport.com for after-sales service.

Limited Warranty

INNO warrants its products against defects in material and workmanship. Under normal use and service, every hardware portion of the products will be free from physical defects in material and workmanship during the warranty period, or the product will be repaired or replaced as determined solely by INNO.

INNO provides a limited warranty for its products only to the person or entity that originally purchased the Pulseer product from INNO or its authorized distributor or personnel. INNO will not be liable in any way for the self-modification of the original Pulseer products and any damage caused by this.

If a product does not operate as warranted during the applicable warranty period, INNO shall at its option and expense, repair the defective product(s) or part(s), deliver to the customer an equivalent product(s) or part(s) to replace the defective item. The replacement item becomes your property and the replaced item becomes INNO's property. Only unaltered Pulseer products and parts are eligible for replacement.

Replacement products or parts may not be new, but it will be in good working order and at least functionally equivalent to the product or part it replaces. A replacement product or part shall be covered for the time remaining in the original product's warranty.

Pulseer standard warranty service covers only for control box, Remote Controller and Smart Battery. Other related accessories such as Mast&Power Assembly,Wing,Board,Charger are covered 1-year warranty service.

Warranty does not apply, if

- The warranty period is expired.
- The serial number label is missing or unrecognizable.
- The product is damaged due to improper installation, improper use or operation that does not comply with the official instructions or manuals.
- The product has been modified or repaired by any unauthorized service center or personnel.
- The product has not been modified or repaired in any unauthorized manner in accordance with the official instructions or manual.
- The defect was subject to abuse, improper use not conforming to product manual instructions.
- Damage caused due to crash, physical shock or fire caused by non-manufacturing factors of the product, including but not limited to user errors.
- Damage caused by unauthorized modification of the circuit and mismatch or misuse of the battery and charger.
- Damage caused by bad weather (such as strong wind, heavy rain, sand/dust storm, direct sunlight, etc.)
- Damage caused by operation in unsafe or inappropriate environments (e.g. water depth less than 1.2 meters, water with many gavels, seaweed and wild animals, etc.)
- Damage caused by operating the weight of the product greater than its maximum load weight (100kg).
- Damage caused by forced operation when accessories are aging or damaged.
- Damage caused by reliability or compatibility problems when a product uses unauthorized non-original parts.
- Damage caused by operating the unit with a low-charged or defective battery.
- The defect was subject to Force Majeure, such as acts of God, flood, lightning, earthquake, war, theft.

Essential Information

- √ After-sales policies may vary depending on the customer's products, problematic parts, or country of purchase.
- √ You may return the defective products to INNO or INNO authorized Pulseer product service center. INNO or INNO authorized Pulseer product service center will check the returned products to determine the problem. If the problem meets the service conditions of this limited warranty policy, INNO or INNO authorized Pulseer product service center will bear the cost of maintenance or replacement. Customer is responsible for all shipping costs.
- √ If INNO determines that the issue in question is not covered by this Limited Warranty policy, you will have to apply for Customer Paid Repair Service. INNO will not start repair until you agree to the cost for repair quoted by INNO. If you disagree with the cost for repair, INNO may return the product(s) with you burdening the cost of return shipping.
- √ Customer is responsible for losses that due to providing wrong or invalid delivery address, or refusing to signing for the product.
- √ If you want to send the product back to INNO by international transport, you will need to get the consent of INNO and bear customs duties, taxes, customs clearance, and other costs incurred.
- √ If the product is extremely damaged due to non-manufacturing factors, including but not limited to, crash or physical impact, its performance may be severely affected and will be beyond repair. In this case, INNO will not be able to provide repair service.
- √ Before sending your product for repair, please remove any customized decorations and items on it. INNO will not be responsible for any damage or loss that may occur to these customized decorations and items.
- √ INNO reserves the right to update this after-sales service policy. Check the official Pulseer website for the latest version.

Return to Factory Repair

All claims for hardware units that fail (under warranty) will be repaired or replaced at the sole discretion of INNO.

All returned products or parts must have a valid INNO RMA number. This number is necessary to ensure proper tracking and handling of returned products or parts at the factory. Do not return any hardware until an RMA is issued. INNO reserves the right to refuse shipments that do not have an authorized RMA number. Refused shipments will be returned to the shipper via collect freight.

All RMA will reply the expected return time within 48 hours from receipt date.

Dead on Arrival (DOA)

For hardware that is considered Dead On Arrival (DOA) within the first 7 days from the shipment date of product from INNO manufacturing facilities, INNO will provide an expedited replacement of the affected field replaceable unit. A new unit will be made available for shipment from INNO manufacturing facility, defective part(s) or product(s) must be shipped back to INNO within ten (10) days after INNO replacement part(s) or product(s) is delivered, or customer will be invoiced the full purchase price of the replacement part(s) or product(s). Customers should allow for delaying of shipment due to transit and custom clearance time if international customs clearance is required. INNO Customer Services can assist the customer in facilitating the return of a defective DOA unit.

Advance Replacement

If Customer has requested Advance Replacement support, then INNO will provide replacement part(s) or product(s) to Customer in accordance with the Advance Replacement Service. The replacement unit will be shipped to the customer after the following three conditions have been fulfilled:

- The unit has been identified as a defective unit by a Pulseer Customer Services engineer and the advanced replacement RMA number has been issued.
- The original guarantee of the replacement unit has been provided by the customer.
- The address information has been confirmed by the customer.

The replacement unit will be shipped using standard express or an equivalent level of service. The replacement unit will be an identical unit or an upgraded unit if an identical unit is not available. The replacement could be a brand new or a reconditioned unit according to INNO's choice.

The Advanced Replacement only covers only for the main products those defect already covered by the INNO warranty, all others accessories such as cables, adapters, etc. are not covered.

Customer / Reseller Responsibility

- Customer must provide the necessary help to Pulseer Customer Services engineer to determine whether the unit is failed or not.
- Customer must provide full details in the Advanced Replacement RMA request to minimize processing time, such as model name, defective unit serial number, shipping address, contact person, phone number, email address, defective unit problem description, working conditions, etc.
- Customer must return the defective unit(s) within ten (10) business days following receipt of the replacement units.
- Customer must ship the defective unit back to INNO in the packaging provided with the replacement unit. If the packaging is damaged during shipping, customer must provide their own proper packaging to ensure safe return shipment to INNO.
- It is a customer's responsibility to remove all old shipping waybills, air shipping labels etc. from the original packaging and affix a new shipping label and waybill on the outside of the box. Failure to do so will mean any extra shipping costs incurred or lost units will be charged to the customer's account.

Customer Induced Damage (CID) Unit

If any defect in the product(s) or part(s) were caused by misuse, neglect, accident, abuse, improper repair, alteration or modification by the Customer, or any act in violation of the original selling conditions of the product by manufacturer, the product is considered to be a Customer Induced Damage Unit (CID). Since the warranty has been voided by the Customer's actions, the Advanced Replacement cannot be applied and the Customer's account will be charged the MSRP (Manufacturer Suggested Retail Price) value of the replacement product shipped and the Customer's original warranty will be reinstated.

Delayed Return

If the customer fails to return the unit within ten (10) business days after receiving the replacement units, INNO will charge the customer's account up to the value of the unit's MSRP. This charge is not refundable unless the customer can provide Proof of Delivery (POD) that indicates the customer did return the unit on time.

Courier Lost or Damaged

It is INNO's responsibility to make a compensation claim to the courier if the replacement unit is damaged or lost by the courier and to ship another replacement to the customer. It is the customer's responsibility to make a compensation claim to the courier if the returned unit is damaged or lost by courier. The full price of the unit will be charged to the customer's account.

Please do not return any hardware back to INNO without a valid and authorized Return Material Authorization (RMA) number. When requesting an RMA, please provide the following information:

- Product model number for the defective hardware
- Product serial number for the defective hardware
- Description of failure and troubleshooting performed to isolate cause

- Working conditions
- Customer ship-to address
- Contact name
- Contact phone, fax, and/or e-mail

APPENDIX 1 Returned Material Authorization Request Form

Application date		RMA Number	Provided by INNO
Company Name		Company Address (City,Zip Code,Country)	
Phone Number		Email Adress	
Product Model		Product Serial Number	
Purchase Source		Purchase Date	
Date of Incident			
Defect Description	Description of troubleshooting & Emergency recovery attmpts:(Please describe in details,relevant pictures or video (must))		
Returned Components Checklists	1.		
	2.		
	3.		
	4.		
	5.		
	6.		

APPENDIX 2 - WARRANTY PERIOD OF MAIN PARTS

Product	Component	Warranty Period
Pulseer E-foil	Control Box	24 months
	Remote Controller	24 months
	Smart Battery	24 months and less than 300 battery cycles
	Board	12 months
	Power Assembly	12 months
	Wing	12 months
	Handlebar	12 months
	Charger	12 months