

# TRANSFORMER 15K

INSTRUCTION MANUAL / USER GUIDE



CALL TOLL-FREE:

1-888-926-5517

Ext. 1 - Sales

Ext. 2 - Administration

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OFFICE HOURS (WEEKDAYS)

8AM-6PM EST

[sales@parkit360.com](mailto:sales@parkit360.com)

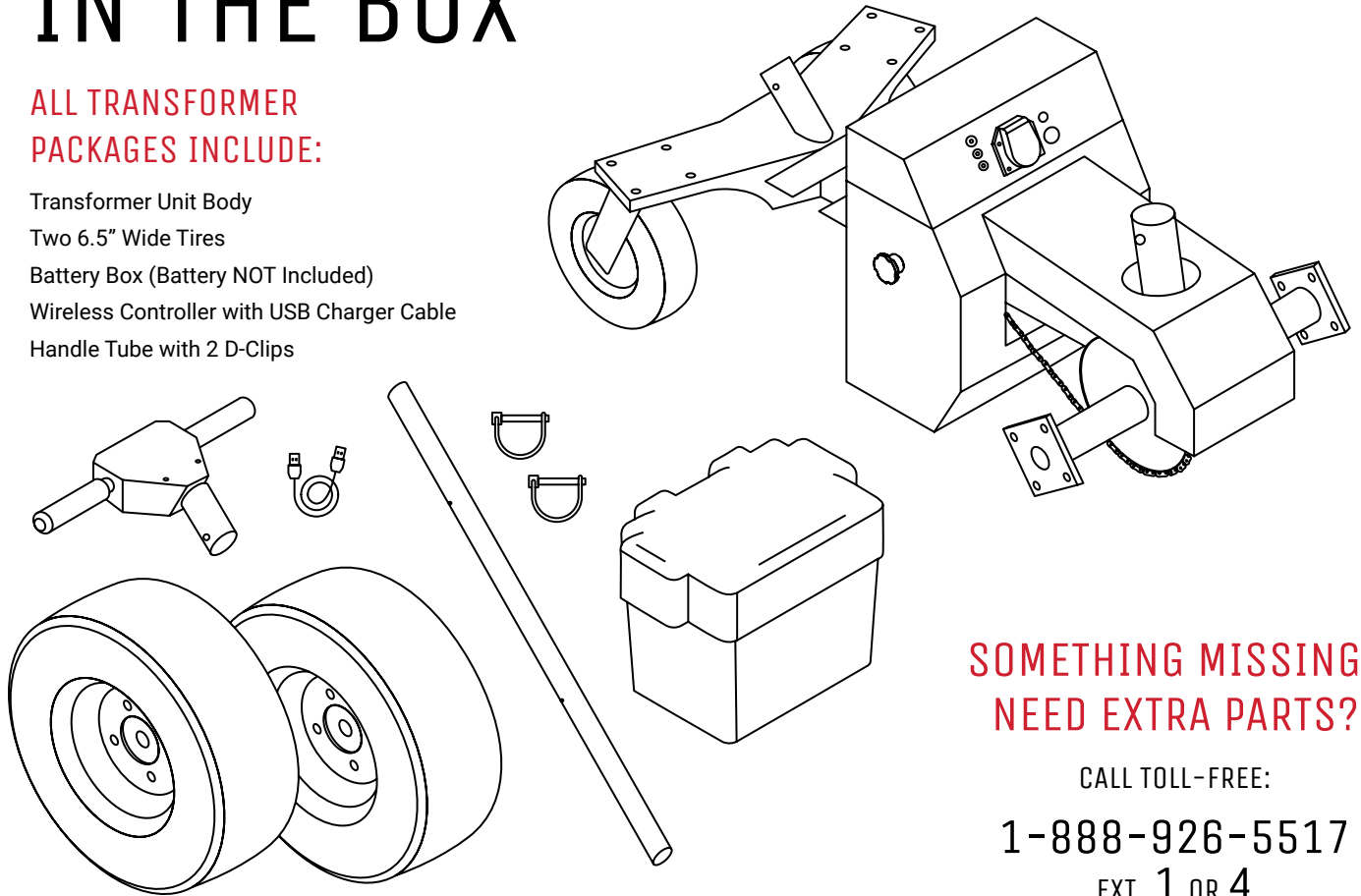
[admin@parkit360.com](mailto:admin@parkit360.com)

[support@parkit360.com](mailto:support@parkit360.com)

# IN THE BOX

## ALL TRANSFORMER PACKAGES INCLUDE:

- Transformer Unit Body
- Two 6.5" Wide Tires
- Battery Box (Battery NOT Included)
- Wireless Controller with USB Charger Cable
- Handle Tube with 2 D-Clips



**SOMETHING MISSING?  
NEED EXTRA PARTS?**

CALL TOLL-FREE:

**1-888-926-5517**

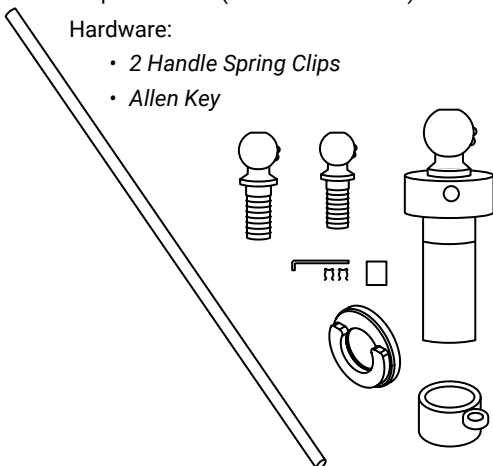
EXT. 1 OR 4

## BALL MOUNT PACKAGE

- 20 1/2" Ball Mount with Tightening Bar
- Three Hitch Balls: 1 7/8", 2" and 2 5/16"
- Thrust Washer
- 1 Torsion Loop with Wrench Straps
- 1 Spacer Plate (For Receiver Tube)

### Hardware:

- 2 Handle Spring Clips
- Allen Key



## FIFTH WHEEL PACKAGE

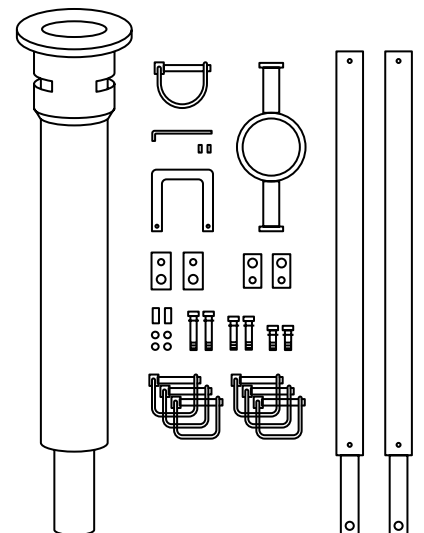
- 50" Kingpin Adapter
- U Shaped Locking Pin with D-Clip
- 2 Set Screws with Allen Key

### Kingpin Stabilizer Bar Kit:

- 2 Outer and Inner Stabilizer Bars
- 2 Outer and Inner Pivot Tubes
- 1 Mounting Ring Tube

### Hardware:

- 6 Square D-Clips
- 2 Landing Leg Bolts (2 1/2")
- 2 Bolts (1 1/2")
- 2 Bolts (2")
- 4 Lock Washers (1 1/2")
- 4 Flat Washers

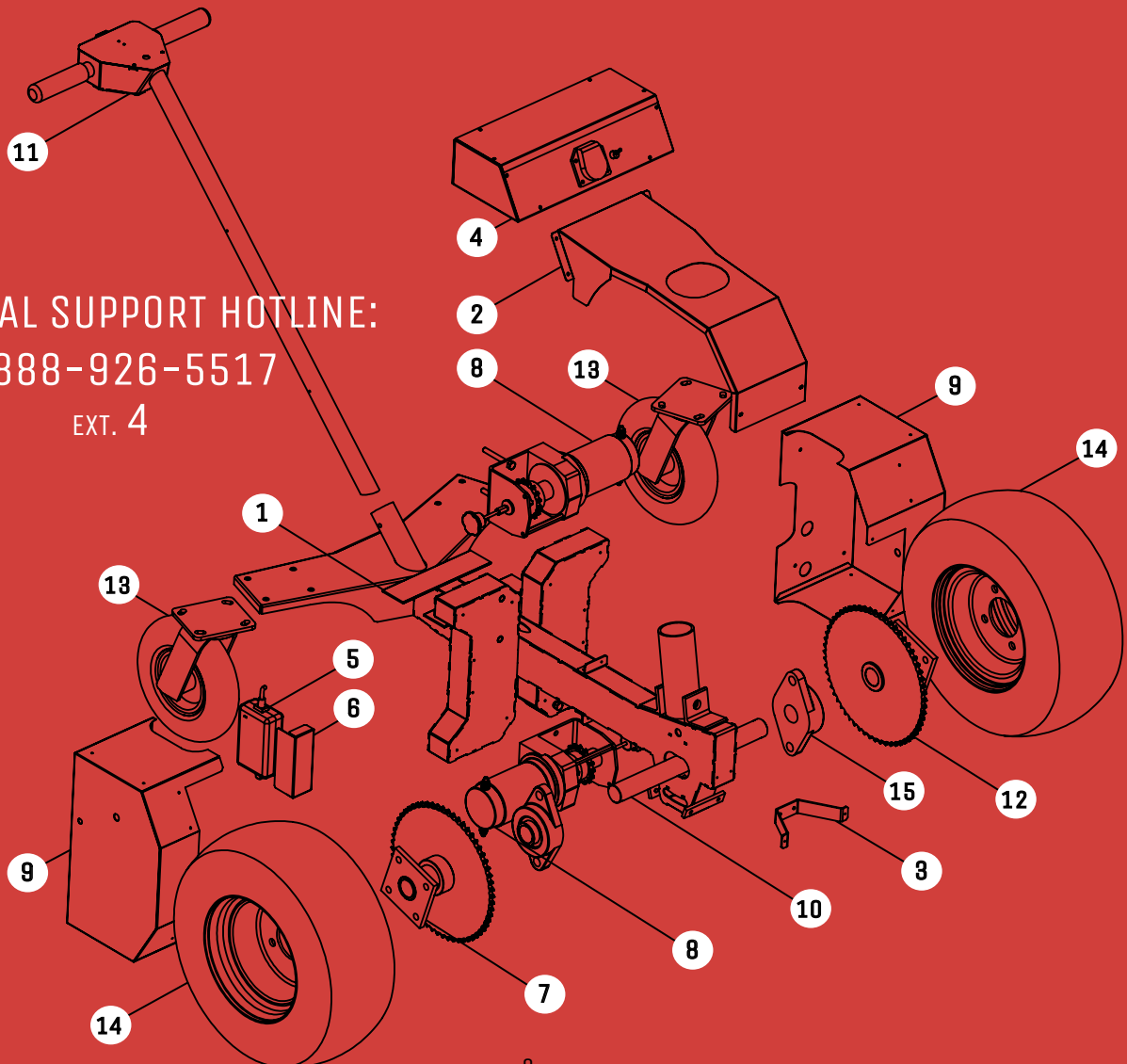


**MORE PARTS AVAILABLE ONLINE: [PARKIT360.COM](http://PARKIT360.COM)**

# PARTS LIST

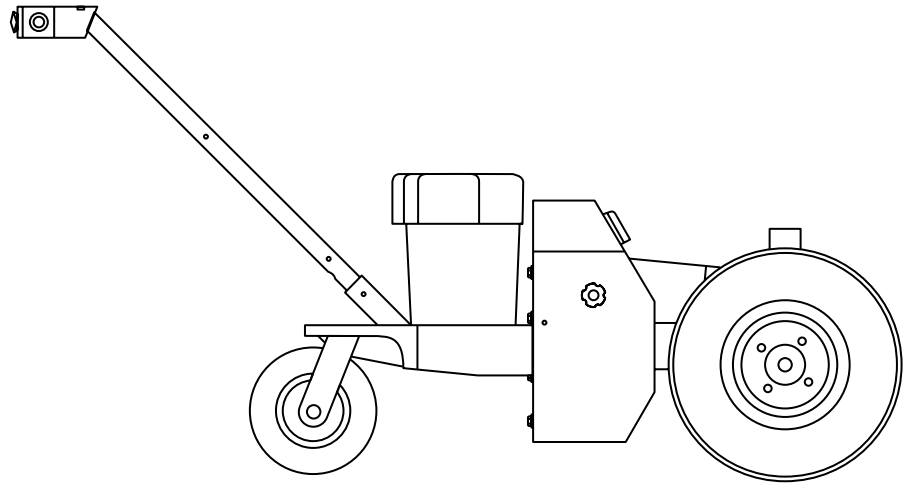
|   |  |    |  |
|---|--|----|--|
| 1 | TRANSFORMER FRAME  | 8  | MOTOR (1.5 HP)   |
| 2 | CHAIN SHIELD   | 9  | MOTOR COVER  |
| 3 | SHIELD MOUNT   | 10 | SHAFT / AXLE   |
| 4 | ELECTRONICS MODULE:<br>-CIRCUIT BOARD<br>-CIRCUIT BREAKERS<br>-RELAY<br>-CONTACTOR (400 AMP)<br>-VOLT METER<br>-7 WAY CONNECTOR<br>(SMART BRAKE) | 11 | TRANSFORMER HANDLE:<br>-WIRELESS CONTROLLER<br>-HANDLE SHAFT |
| 5 | BUILT-IN BATTERY CHARGER   | 12 | SPROCKET:<br>-CHAIN<br>-LINKS (MASTER, HALF LINK)            |
| 6 | TRANSFORMER CHARGER BRACKET  | 13 | CASTER WHEEL   |
| 7 | DRIVE PLATE  | 14 | WHEEL & WIDE TIRES (6.5")                                    |
|   |  | 15 | WHEEL BEARING  |

TECHNICAL SUPPORT HOTLINE:  
1-888-926-5517  
EXT. 4

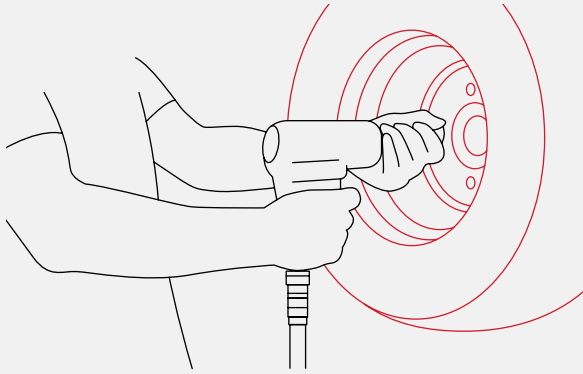


# ASSEMBLY

PLEASE FOLLOW THESE STEPS TO ASSEMBLE YOUR PARKIT360 TRANSFORMER.



1



Install both **6.5" Wide Tires** using the supplied 1/2" bolts.

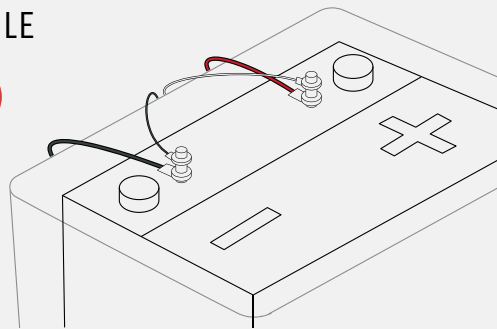
*If you have a torque wrench, set it to 80 ft-lbf. If not, ensure the bolts are very snug.*

2

BATTERY CABLE



BATTERY CHARGER



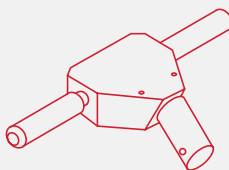
Install the **Battery** (not included). **Connect the Battery Cables:** Red Cable to the Positive terminal, Black Cable to the Negative.

For the **Battery Charger Cables**, White is positive, Black negative.

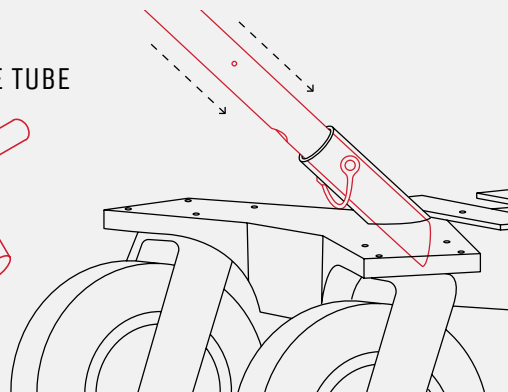
*12V Group 24 Deep Cycle RV or Marine Battery recommended.*

3

OPTIONAL:  
INSTALL HANDLE TUBE



OR USE REMOTE WIRELESSLY!



To steer the Unit manually, install the Handle Tube and attach the Wireless Controller using the D-Clips provided.

Remove the Controller's D-Clip to control the Unit wirelessly from a distance!

*Controller Setup - [Page 5](#)*

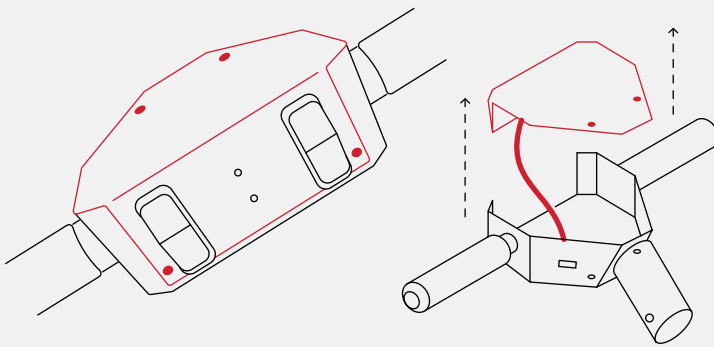
*Controller Operation - [Page 7](#)*

ASSEMBLY CONT'D:

# WIRELESS CONTROLLER SETUP

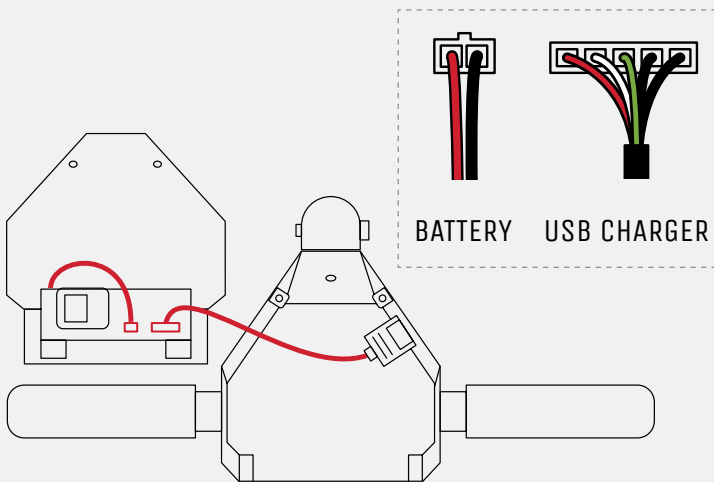
CONNECT CONTROLLER WIRES & FULLY CHARGE BEFORE FIRST USE.  
 DUE TO SHIPPING REGULATIONS, THE BATTERY INSIDE OF THE CONTROLLER IS NOT CONNECTED.

4



To access the controller's Battery and Charger Cables, remove the 4 screws on the Controller's top cover.

5



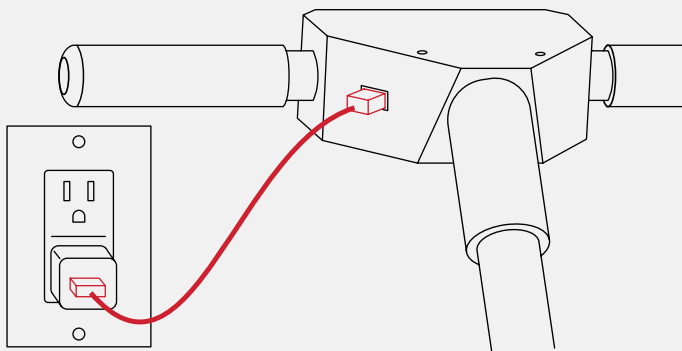
Connect the loose Cables:

**Battery Cable:** White Connector, 2 wires. There is a notch on the top to ensure proper polarity. Align this with the "Notch" label written on the circuit board.

**Charger Cable:** Black Connector, 5 wires. Align the red wire end of this cable with the "Red" label written on the circuit board.

Controller light will illuminate.

6



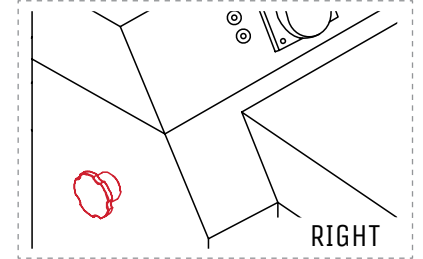
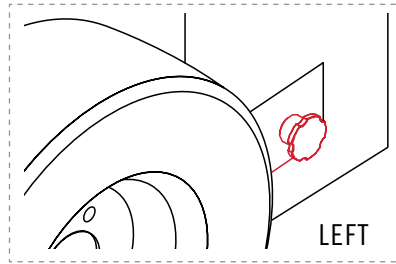
Replace the Controller Cover. Secure using the 4 Screws provided.

*Due to Shipping Regulations and Safety, the lithium battery is only charged up to 30% capacity.*

**Charge the controller overnight before first use.** Any standard USB phone charger can be used.

# OPERATION

YOUR TRANSFORMER HAS 2 MOTORS.  
EACH MOTOR HAS TWO DRIVE MODES:

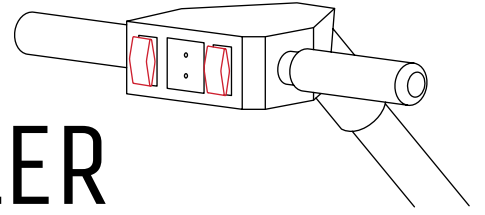


| FREEWHEEL MODE   |   | SWITCHING GEAR   |  |
|--|---|--|--|
|  | <p><b>Neutral.</b> For moving the Unit to and from your application without power while it is NOT under load.</p> | <p>If you are in Engaged Mode, the wheels will be locked in the drive position.</p> <p>Without power, the Unit will only move an inch forwards or backwards before stopping.</p> <p>Rock the unit so the wheels rest in between these two stop points.</p> <p>Pull on the Knob and turn it clockwise. <b>Rest the small pin on the outer metal, not in the pin hole. Repeat on the other side of the Unit.</b></p> |  |
| <p>PULL ON THE KNOB AND TURN IT CLOCKWISE.<br/>REST PIN OUTSIDE.</p> |   |  |  |

| ENGAGED MODE   |   | SWITCHING GEAR   |  |
|--|---|--|--|
|  | <p><b>Drive.</b> For connecting the Unit to your hitch and moving the trailer with battery power.</p> | <p>Ensure your unit is in position and ready to connect to your trailer.</p> <p>Pull on the Knob and turn it clockwise. <b>Ensure that the small pin fits into the slot. Repeat on the other side of the Unit.</b></p> <p>Rock the unit back and forth. The knob will pop in with a “click”, engaging the unit into <b>Drive</b>.</p> <p>You’re now ready to connect to your hitch and move the trailer!</p> |  |
| <p>PULL ON THE KNOB AND TURN IT CLOCKWISE.<br/>PLACE PIN INSIDE.</p> |   |  |  |

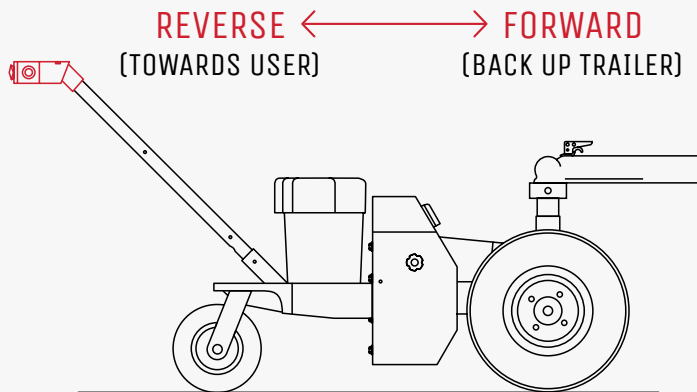
ENSURE BOTH MOTORS ARE IN THE SAME GEAR BEFORE OPERATING.

OPERATION CONT'D:



# WIRELESS CONTROLLER

## DRIVE DIRECTIONS

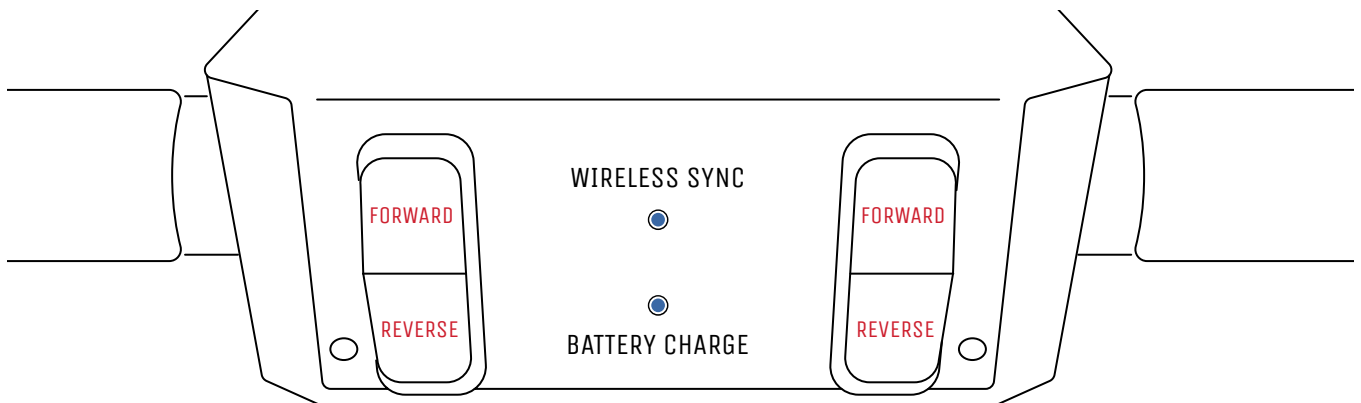


All directional terms used are from the user's point of view from behind the unit.

The Parkit360 Transformer wheels are controlled individually using two, three-position switches.

For both switches, the middle rocker position is off, or neutral.

The switches may be operated individually, or together.



LEFT WHEEL SWITCH

RIGHT WHEEL SWITCH

## WIRELESS SYNC LIGHT



**Steady Light:**  
Wireless Connection Successful.



**Slow Blink:**  
Receiver is OFF or is out of range.  
Turn ON Unit or walk closer to it.



**Fast Blink:**  
Controller Battery Low. Recharge.

## SLEEP MODE

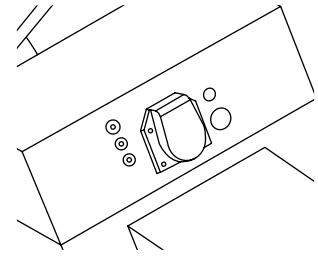
The wireless system will go to sleep after 30 seconds of inactivity.

When one of the Rocker Switches is pushed, it will wake up again. This is done to save battery life.

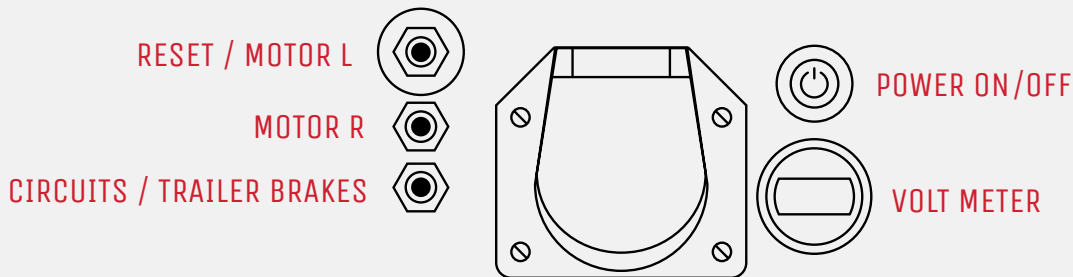
The controller will also sleep when the Unit's power is turned OFF.

OPERATION CONT'D:

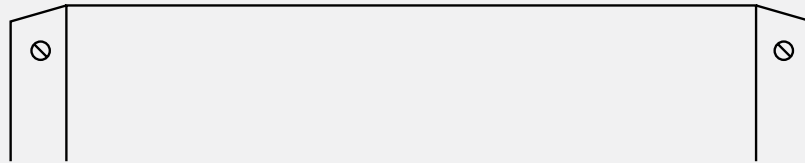
# ELECTRONICS MODULE



## FRONT PLATE



7 PIN TRAILER BRAKE PLUG



**Power:** Press and Hold for 2 seconds to turn ON or OFF. When ON, button will illuminate.

**Circuit Breakers:** The top 2 breakers are for the motors, the bottom breaker protects the control circuit and trailer brakes. If a breaker trips, the top Reset button will extend up to 1/2" from the panel.

**Trailer Brake Plug:** The Transformer features a connection for your trailer brake system. When the Transformer is powered on and not in motion, the trailer brakes will be engaged automatically.

**Volt Meter:** When the Unit is powered on, the Volt Meter will provide you with a real-time measurement of the battery voltage.

## QUESTIONS ABOUT ELECTRONICS?

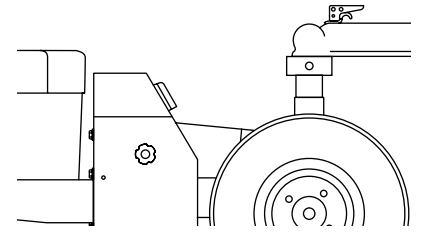
CALL TOLL-FREE:

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EXT. 4 OR 1



# QUICK SET-UP GUIDE



|   |            |   |
|---|------------|---|
| 1 | POSITION   | Switch both motors into <b>Freewheel Mode</b> and move the Transformer to the trailer. Position it underneath your Trailer Hitch.                                       |
| 2 | POWER      | <b>Connect the Battery Cables and 7 Pin Trailer Brake Control Cable.</b>  |
| 3 | HITCH      | Switch both motors to <b>Engaged Mode</b> and <b>Connect your Hitch.</b> Press and Hold the ON/OFF button on the Unit for 2 seconds to TURN ON. Button will illuminate. |
| 4 | PARK       | Use the switches on the <b>Wireless Controller</b> to move your Trailer Forwards and Backwards. Park the trailer in your desired location.                              |
| 5 | DISCONNECT | Push the Power Button on the Unit to TURN OFF.<br>Switch the Unit into <b>Freewheel Mode</b> and <b>Disconnect your Hitch.</b>  |
| 6 | STORE      | Move the Unit to desired storage location, preferably under cover.<br><i>Please ensure the unit is kept level to prevent battery acid overflow while charging.</i>      |



## SAFETY INSTRUCTIONS



**DO NOT OPERATE ON GRADES STEEPER THAN 4%**

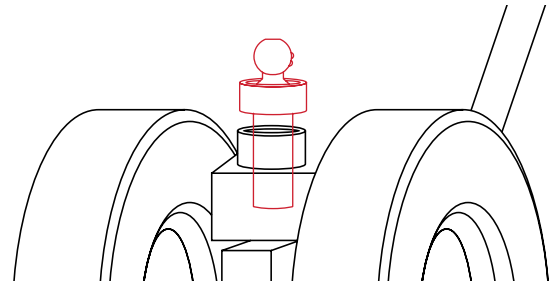
**DO NOT EXCEED WEIGHT CAPACITY**

Due to the possibility of a runaway trailer, operation on grades steeper than 4% is not recommended. Failing to follow these instructions could result in damage, injury, or death.

The Maximum Safe Trailer Weight of your Unit depends on the Kit purchased:  
**Ball Mount:** 10,000 lbs (Tongue Weight 1,000 lbs)  
**Kingpin:** 15,000 lbs (Tongue Weight 2,200 lbs)

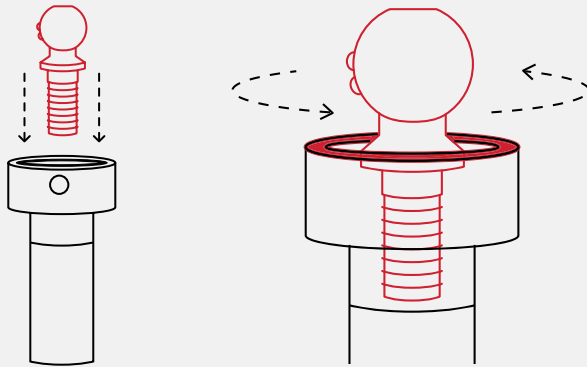
CONNECTING TO YOUR TRAILER:

# BALL MOUNT ADAPTER



BALL MOUNT TUTORIAL VIDEO:  
[HTTPS://YOUTU.BE/NZ-\\_WKINBZS](https://youtu.be/NZ-_wkinbzs)

1



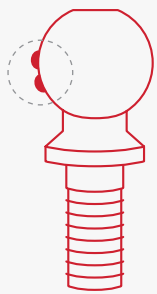
Thread the desired **Hitch Ball** into the Ball Mount.

Apply a generous portion of **All-Purpose Grease** along the top surface of the Ball Mount Collar.

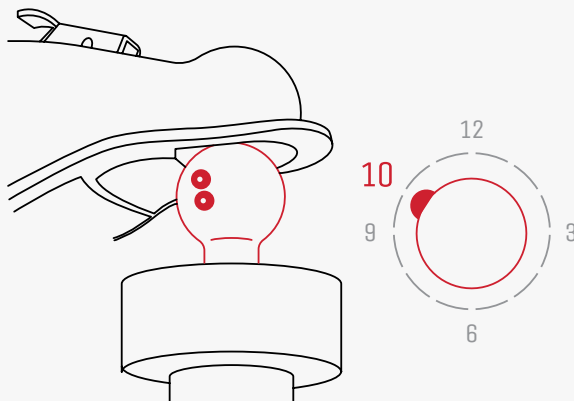
*The bottom shoulder of the Hitch Ball must be slightly below the top surface of the Ball Mount Collar.*



## NOTE: HITCH BALL WELD SPOTS



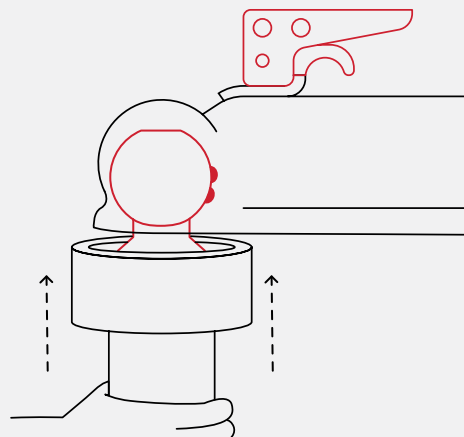
WELD SPOTS



Make sure the **Weld Spots** on the Hitch Ball are pointed towards the rear **left side of your trailer at about 10 o'clock**.

*You will have trouble locking your hitch if they are not positioned properly!*

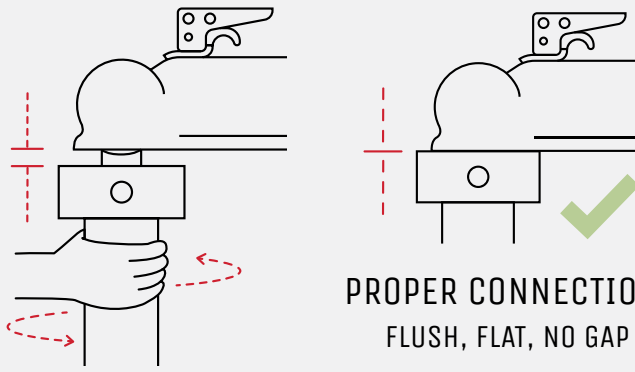
2



Hold the assembled Ball Mount underneath the hitch.

With the **Weld Spots** in the correct position, insert the Ball into the Hitch and lock it as normal.

3



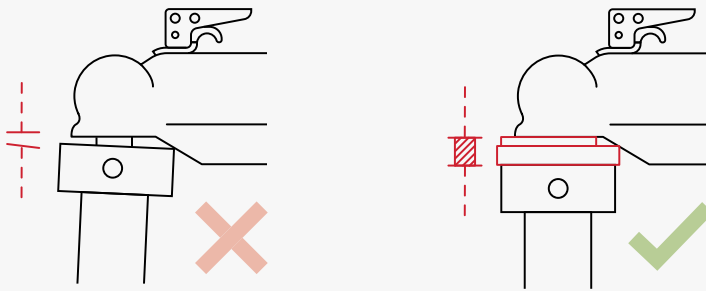
Turn the Ball Mount Counter **Clockwise** until the gap between the Ball Mount Collar and Trailer Tongue closes.

The top edge of the Ball Mount and the Trailer Tongue should be **flush, with no gap**.

*The connection should be tight without any ball pivot.*



## NOTE: THRUST WASHER



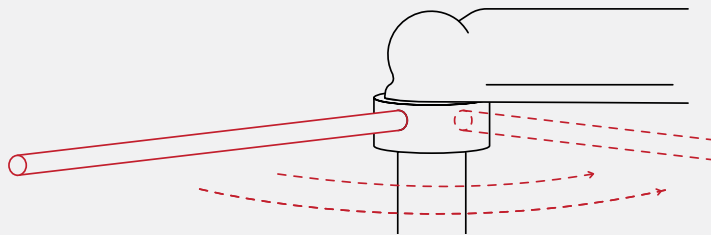
### Gap in your connection?

Have a Step Down or another obstruction in the way?

You may need a **Thrust Washer**.

Find [Thrust Washer Installation instructions](#) on Page [14](#).

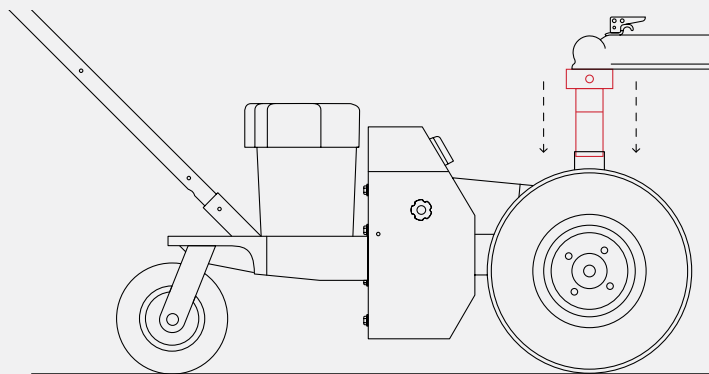
4



Once the connection is secure, use the **Tightening Bar** to ensure that the connection is as tight as possible.

*This may take a few rotations.*

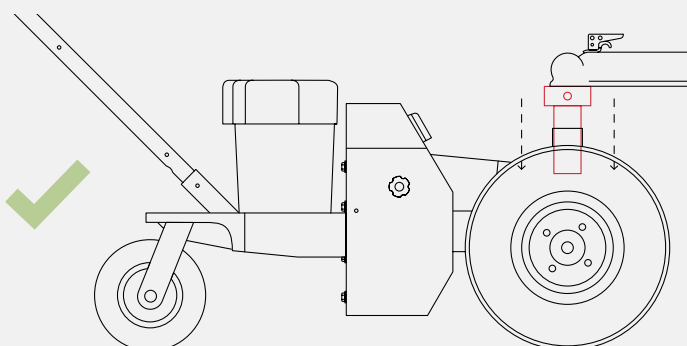
5



With both Transformer motors in **Freewheel Mode**, move the dolly underneath the hitch.

Using the Trailer Jack, lower the Adapter into the Dolly's Receiver Tube until the bottom edge is no longer visible.

6



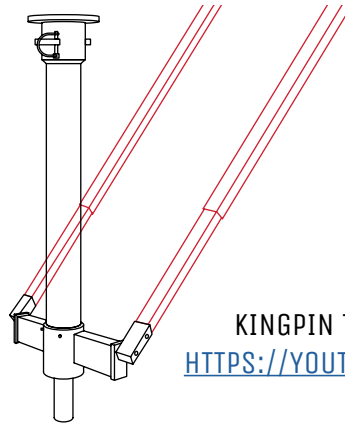
Using the Motor Knobs, switch both motors to **Engaged Mode**.

Continue lowering the trailer onto the Dolly to fully insert the Adapter.

Lift the trailer jack all the way up, and you're ready to go!

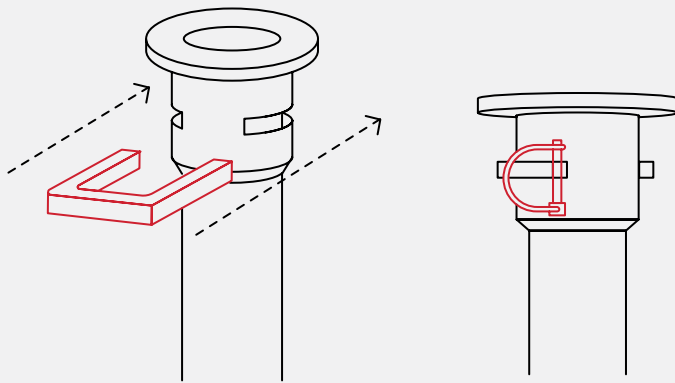
ADAPTER INSTALLATION:

# KINGPIN: WITH STABILIZER BARS



KINGPIN TUTORIAL VIDEO:  
[HTTPS://YOUTU.BE/00SCCLZJMMA](https://youtu.be/00scclzjmma)

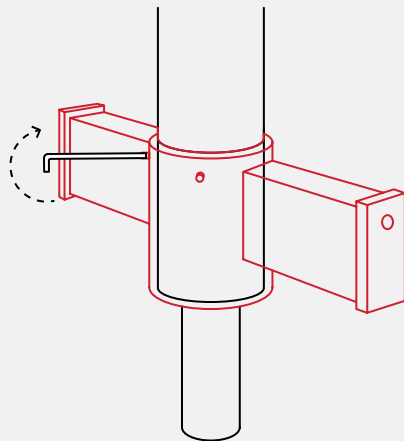
1



Attach the **Kingpin Adapter** to the trailers' Kingpin and slide the U-shaped locking pin into place.

Secure this connection with the supplied D-Pin.

2

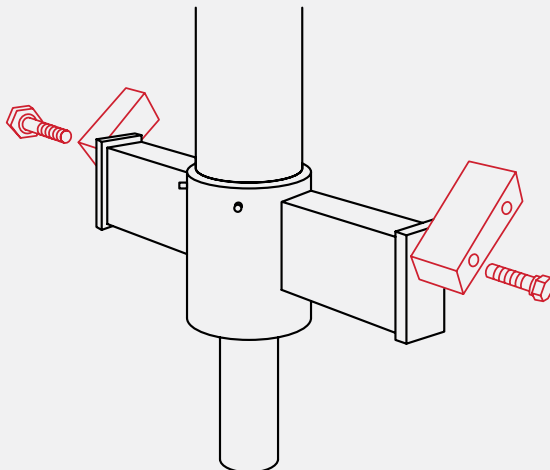


Slide the **Mounting Ring Tube** onto the Kingpin Adapter, ensuring that its bottom edge is flush with the base of the adapter.

*Make sure the wings of the Mounting Ring Tube are parallel with the front section of your trailer.*

Once it is in position, use the Allen Key to tighten the set screws.

3

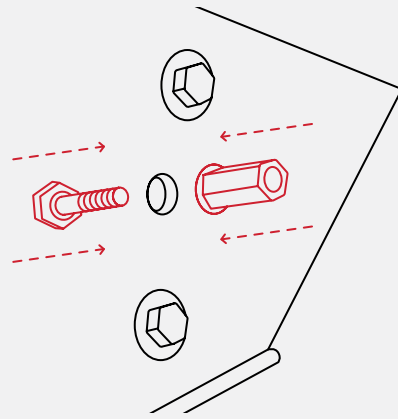


Install both **1 1/2" Pivot Tubes** to the ends of the Mounting Ring Tube with the **2 1/2" Bolts** and lock washer.

*Tighten the bolts loosely to allow room for adjustments.*

Turn the Pivot Tubes towards your trailer at a **45° angle** in preparation for the Inner and Outer tubes.

3

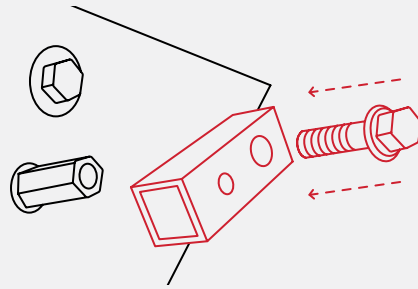


With the 1 ½ inch bolt, flat washer and lock washer, thread the **Coupling Nut** into the outer portion of the **Kingpin Box**.

*You may have to remove one of the existing bolts from your Kingpin Box.*

**Tighten the Coupling Nut** as much as possible for a secure connection.

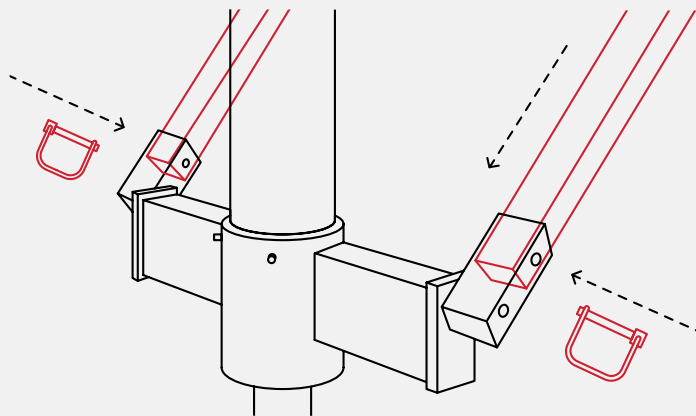
4



Attach the **Trailer Mount Tube** to the **Coupling Nut**. Angle this in the direction of the **Pivot Tubes**.

Repeat steps 3-4 on the other side of the Kingpin Box.

5



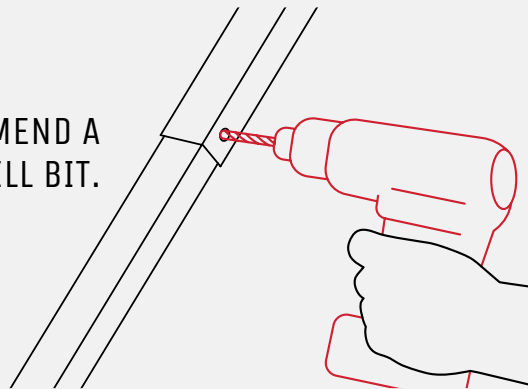
Slide the **Inner Tubes** into the **Pivot Tubes** at the base of the Kingpin Adapter.

Slide the **Outer Tubes** into the **Trailer Mount Tubes** on the Kingpin Box.

Secure these connections with the 4 supplied D-Pins.

6

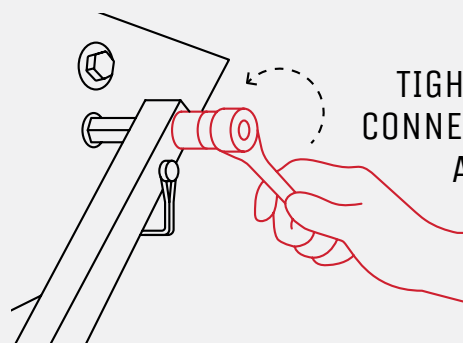
WE RECOMMEND A  
13/32" DRILL BIT.



Using the pre-made holes in the outer tube as a guide, drill a hole into one side of the inner tube and then the other to complete the through hole. Secure these with D-Pins.

*This hole will only need to be drilled on the initial installation:  
1 hole in each set of tubes.*

7



**TIGHTEN ALL BOLTS.  
CONNECT TRANSFORMER  
AS NORMAL.**

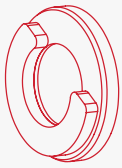
Tighten the 4 bolts on the top and bottom pivot tubes.

**Follow Steps 5-6 on [Page 11](#) to connect to the Transformer.**

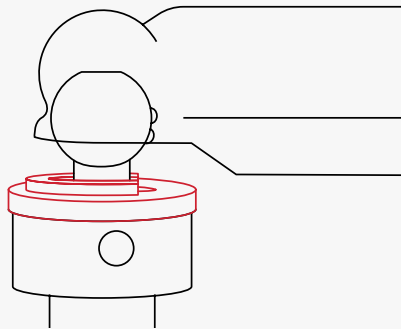
CONNECTING TO YOUR TRAILER:

# ALTERNATE METHODS

## THRUST WASHER – FOR BALL MOUNT ADAPTER



THRUST WASHER VIDEO:  
[HTTPS://YOUTU.BE/NZ-WKINBZS](https://youtu.be/NZ-WKINBZS)

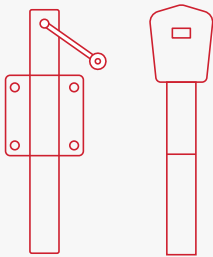


Place the **Thrust Washer** on top of the **Ball Mount Collar**, with the open section facing your trailer.

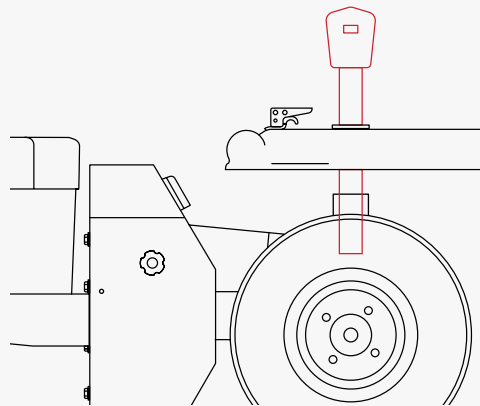
Install the Hitch Ball and **continue Ball Mount connection as normal**.

*While tightening in [Steps 3-4](#), hold the Thrust Washer in place to prevent it from spinning.*

## JACK POST OPTION



JACKPOST VIDEO:  
[HTTPS://YOUTU.BE/X8YNQ5FBM8S](https://youtu.be/X8YNQ5FBM8S)



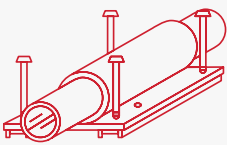
**Remove the Ball Mount Adapter.**

Lower the trailer jack into the Dolly's **Receiver Tube**, following the same instructions as [Step 5-6](#).

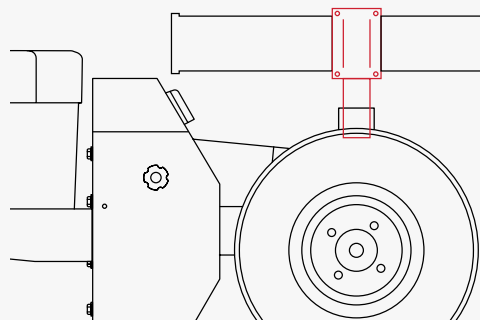
**You're ready to go!**

*Lower the trailer as close to the tires as possible without rubbing on the trailer frame. This will reduce strain on the Jack Shaft.*

## TELESCOPIC FRAME ADAPTER



TELESCOPIC VIDEO:  
[HTTPS://YOUTU.BE/XJRPA2HDC4G](https://youtu.be/XJRPA2HDC4G)



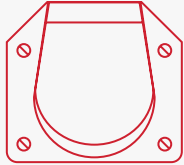
Remove the Ball Mount Adapter. **Attach the Telescopic Adapter to the Y section of the trailer frame.** Lower the telescoping pipe into the Dolly's **Receiver Tube** and slide the locking pin into place.

*For Articulated Hitches, DO NOT use the Ball Mount Adapter. Doing so could cause damage to the unit, the trailer, or cause serious injury, including death.*

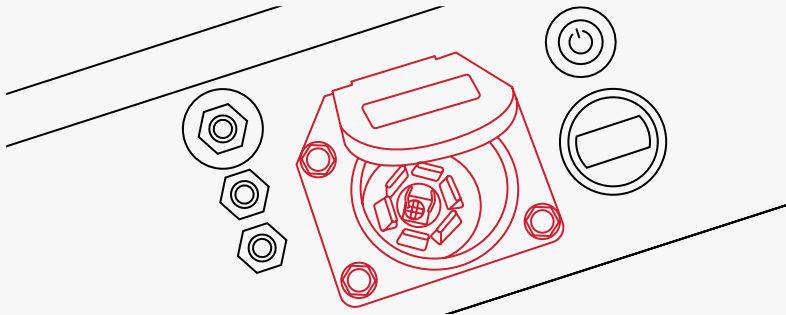
CONNECTING TO YOUR TRAILER:

# SAFETY FEATURES

## SMART BRAKE CONTROLLER



CONTROLS THE TRAILER'S BRAKE SYSTEM WHEN 7-WAY POWER PLUG IS CONNECTED.



### Electric Brakes (RV Trailers):

Engages the trailer's brakes when the unit is powered ON and not in motion. The brakes will release when the directional toggle switch is pushed.

### Surge Brakes (Boat Trailers):

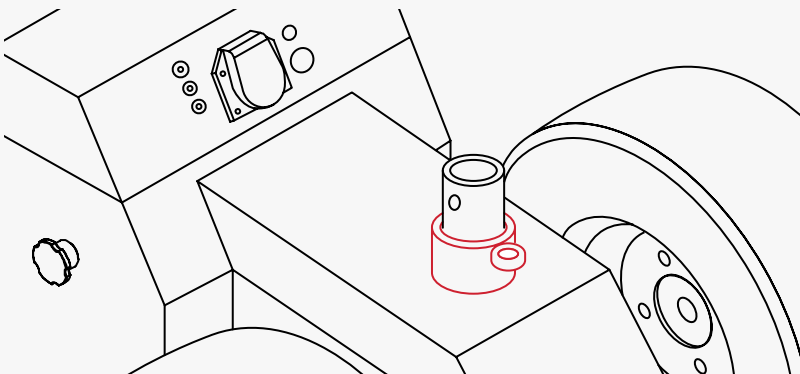
Releases the trailer's brakes as soon as the plug is connected to the unit. This controller acts as a lockout to ensure the brakes don't lock up during parking.

## TORSION LOOP



SAFETY STRAP CONNECTOR FOR THE TRANSFORMER 15K

REINFORCES BALL MOUNT AND PREVENTS KICK BACK.



Slide the **Torsion Loop** onto the Unit's **Receiver Tube** with the small loop facing up. Point this towards the center of your trailer.

Install the **Ball Mount** to the Trailer Hitch and continue connecting as normal. (See [Page 10](#))

Once the hitch connection is secure, hook the provided **Ratchet Strap** to the **Torsion Loop**.

Attach the opposite end to a secure point on the **center** of the Trailer. Tighten the Ratchet Strap to secure.

*Ensure the strap will not interfere with the Units tires.*

ALL PARTS AVAILABLE AT [PARKIT360.COM](http://PARKIT360.COM)

# FAQ

## WHAT KIND OF BATTERY DO I NEED?

We recommend a 12-Volt Group 24 Deep-Cycle RV or Marine Battery with a capacity of 70-90 Ah.

## WHY ARE THERE WELD SPOTS ON THE HITCH BALL?

These weld spots are specifically designed to work with our locking process. Without the welds, the ball will endlessly spin inside the Trailer Hitch.

For details, please see the [Ball Mount](#) section on Page [10](#) or our [Ball Mount Video](#).

## RECOMMENDED TIRE PRESSURE SETTING?

A Tire Pressure of 90 PSI is recommended for the Transformer's 6.5" Wide Tires.

## DO I NEED A THRUST WASHER?

The Thrust Washer is designed for trailers with Step Down Hitches. You only need the Thrust Washer if you have anything preventing the hitch from lying flush with the top of the ball mount collar. If you have a flat hitch, you do not need the Thrust Washer.

For details, please see the [Thrust Washer](#) sections on Page [11](#) and [14](#).

## WHAT DOES A PROPER CONNECTION LOOK LIKE?

Please see Part 3 of the [Ball Mount](#) section on Page [10](#).

# CONTACT US

## PARKIT360 INC.

130 Industrial Ave - Unit 600  
Carleton Place, Ontario  
Canada, K7C 3T2

## 1-888-926-5517

Ext. 1 - Sales  
Ext. 2 - Administration  
Ext. 4 - Technical Support

## OFFICE HOURS

Weekdays: 8am - 6pm EST  
[sales@parkit360.com](mailto:sales@parkit360.com)  
[support@parkit360.com](mailto:support@parkit360.com)



# WARRANTY

## THANK YOU FOR YOUR PURCHASE!

We want you to be confident in the quality and durability of your Parkit360 Transformer 15k Unit.

If you are not completely satisfied with your purchase, please see our Repair and Return policies below.

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## 2 YEAR PARTS & REPAIR WARRANTY

Your Parkit360 Unit is covered for 2 years from the initial date of purchase, and is subject to the Exclusions and Limitations listed below. If your Trailer Dolly fails to perform or a defect is found during this period, contact us with the original sales receipt number and full details of the fault encountered and we will provide technical assistance to see if the issue can be resolved remotely:

If the issue appears to be caused by defective parts, we will provide free replacement parts, excluding shipping costs. If the 2 Year Warranty has expired or if you are not the original owner of the Unit, you will have to pay the cost of parts and shipping.

This repair will be covered for 3 months, starting 7 days from the date of shipment. This Repair Warranty will expire either at the end of the 3 month period, or at the expiration of the original 2 -Year Warranty, whichever is later.

Contact **Technical Support** for more information: [support@parkit360.com](mailto:support@parkit360.com) or toll free at **1-888-926-5517 x 4**.

## 30 DAY RETURN POLICY

If a material defect is found or if the Parkit360 has failed to perform to your expectations, return it within 30 days of the date of sale for a refund, less shipping expenses and 20% restocking fee, provided that:

- Parkit360 is given prompt written or verbal notice of that defect;
- the returned Goods are in undamaged condition and accompanied by all original packaging and accessories; and
- the original sales receipt is presented.

We will provide you with an RMA# to write on the box before sending it back to our warehouse. There are 2 methods of return:

1. Pick-Up: We send a mail truck to your address to pick up the Unit, or
2. Drop-Off: After printing our shipping label and affixing it to the box, simply drop the package off at a UPS or FedEx depot.

The refund amount will be deposited into your account once our Warehouse has received the returned Unit.

Contact our **Sales Representative** for more information: [sales@parkit360.com](mailto:sales@parkit360.com) or toll free at **1-888-926-5517 x 1**.

## EXCLUSIONS AND LIMITATIONS

The 2 Year Warranty and 30 Day Return Policy do not cover:

- Normal wear and tear of the Parkit360 from use
- Shipping Costs for Returns / Repairs
- Customer Neglect and Improper use or Storage of the Parkit360 Unit
- Exceeding the Unit's load capacity / not using the Dolly for its intended purpose
- Any Returns / Repairs requested after the 2 Year Warranty expires
- Unit's that have been modified, or if the Serial Number has been altered, defaced, or removed
- Second Hand Owners (Not the Original Buyer)

## PARKIT360° / TRANSFORMER 15K MANUAL

**Product Warranty Terms.** PARKIT360 warrants that each of its new P360 Products will be free from material defects in workmanship and will perform substantially in conformance with their specifications for 2 years from the date of shipment to Reseller (the "Warranty Period"). The warranty period for a repaired or replaced product is three (3) months, and will expire on either the expiration of three (3) months or the expiration of the original warranty for the P360 Product, whichever is later. This warranty is given in favor of the Reseller. PARKIT360 reserves the right to refund the purchase price of any P360 Product as its exclusive warranty remedy.

**Warranty Claims.** If a P360 Product fails to perform during the Warranty Period, Reseller must notify PARKIT360 in writing with full details of the defect or fault encountered with the P360 Product. PARKIT360 will provide technical assistance to Reseller to see if the issue can be resolved remotely. If the issue appears to be caused by defective parts, PARKIT360 will arrange to provide replacement parts. Replacement parts will be provided by PARKIT360 free of charge to enable Reseller to fix any issues encountered with P360 Products during the Warranty Period. PARKIT360 will ground ship the replacement parts to Reseller and Reseller will be responsible for covering all shipping and handling costs for such parts. Provision of replacement parts constitutes full satisfaction of any warranty claim.

**Voided Warranty.** PARKIT360 will have no liability or obligation to provide replacement parts for free or honor support obligation if:

- any P360 Product which is not properly used or maintained;
- the P360 Product is operated under abnormal operating conditions (eg. exceeding load capacity for that particular model);
- the P360 Product is improperly used or used for purposes for which it is not intended (eg. modified to lift (Tug) 5th wheel trailers)
- or the Warranty Period for the faulty P360 Product is over.

**Out of Warranty/Voided Warranty Assistance.** PARKIT360 may offer at its discretion out-of-warranty product support and/or support and replacement parts for products which the warranty does not cover. Please contact PARKIT360 by email for further information on these services including replacement parts costs which may be available to Reseller at a discount from list price.

### Parkit360 Return Policy

1. If within 30 days of the date of sale, a Customer finds a Product to have a material defect not specified in the catalog (if there is any), or if the Product has not met the Customer's expectations, then subject to sections 2 and 3, the Customer may return the Product, within 30 days of receiving the Product, to the store of original purchase for a refund, less shipping expenses and a 20% restocking fee, provided that:
  - the Customer gives prompt written notice of that defect to the Seller;
  - the Goods so returned are in undamaged condition and accompanied by all packaging and accessories; and
  - the original sales receipt is presented.
2. The processing of any refund on the Product paid for by cheque will require 15 days from the date of return.

If the Product is not returned within 30 days of the date of customer receiving the Product, then the customer will be deemed to have accepted the Product.

### Exclusions and Limitations

3. The following defects and causes are not covered by this Policy:
  - those due to normal wear and tear of the Product arising from use;
  - those attributable in whole or in part to misuse of the Product;
  - those attributable to repair of the Product by any person other than an authorized dealer, or the installation of unapproved parts on the Product; or
  - those attributable to accident or to lightning, act of God, external fire, wind, rain, or damage or deterioration occurring during the course of transit, or as a result of vandalism or other deliberate act;
  - those due to any power surge, brown-out, leaking, damaged or inoperative batteries, or to connection to a power source having a greater rating than that specified in the operator's manual (in case of rechargeable batteries);
  - those caused by the Customer's neglect, improper use or storage, or failure to take care of and maintain the Product in accordance with the Owner's Manual and technical specifications provided therewith.

Notwithstanding anything to the contrary herein, Products with any of the above excluded defects may not be returned.

4. Alteration, defacing or removal of the serial number imprinted on the Product voids this Policy.
5. Those defects caused by failure of any part of the Product if that part is not being manufactured by the Seller; such product, if returned within 30 days of the date of sale, can be replaced with the product of similar or better quality.
6. Where, under this Policy, the Product is replaced with a new Product, this Policy will apply to the new Product as if the date of replacement was the date of the original purchase of the Product.

**Immaterial Defects-Right of Seller to Correct Deficiency.** Where a Product fails to perform in accordance with the specifications, the Customer shall so notify the Seller, and shall allow the Seller 20 business days to repair that Product and cause it to perform in accordance with specifications, or to replace it with a new Product that does so perform, but where the Product or any replacement Product cannot be made to perform in accordance with specifications within that time, the Seller shall repurchase the Product from the Customer for the purchase price less shipping expenses and a 20% restocking fee. This repurchase will constitute a full settlement of all claims of the Customer against the Seller with respect to that Product.

**Last Updated: Oct 1, 2014**