

This is a General Response regarding a Power/Control Pack that has a battery drain problem. **PLEASE READ ALL OF IT.**

**We offer a 1 year Warranty to original owner with valid proof of purchase.** If the power pack is 1 year or less old, and the problem is a manufacturing problem, then we will replace the unit or fix it. It is stated in our packaging that our Power Control Pack is NOT 100% waterproof, and why we include an Extreme Weather Cover in all our kits. Exposure to extremely heavy rain with batteries left in the power pack will eventually cause corrosion. Sometimes corrosion can be a slow build up and take 3+ years, other times it can happen in 1-2 years. However, with any electronic product including ours, they won't last forever, and eventually may fail from other factors including normal use over many years.

Some low-cost overseas battery brands don't last long and can leak acid, especially if the power pack is put away with the batteries wet. We've had many customers tell us that the cheap brands they had bought never lasted as long as name brand batteries and our Panasonic brand outlast Duracell or Energizer batteries all the time.

Remove both batteries and look under each Silver Battery Holder from the side you slide in a battery. You will see a square silver pad. This is the negative contact pad for each battery. Do you see any whitish, blackish or even orange/reddish residue build up? It looks similar to the corrosion seen on a car battery's negative battery cable. If you see corrosion, then cleaning the contacts can often fix a battery drain.

If you suspect corrosion or clearly see corrosion on the pads, you can either clean them yourself or send the unit in for us to clean. If you send the pack in you need to cover shipping both ways, plus \$5.00-\$10.00 to clean pad(s), depending on the time to clean. Also, even if we clean the Power Pack Pads, we "CAN'T GUARANTEE" it will fix the battery drain, as it could possibly be something else. But if we clean the unit, we will test to see if it fixed it and then contact you to let you decide if you want it sent back. Even if we couldn't fix the battery drain and you decide to buy a new unit, we will send it back with that order. If you decide to send the power pack in, we recommend sending the power pack with a tracking number, in case the shipment gets lost. You may also have (Larry) clean it for you at one of the National ASA or IBO tournaments he's at during the summer.

#### **BATTERY PAD CLEANING (MORE INVOLVED):**

**WARNING:** There is a narrow trace that sort of looks like a wire. It's a line that comes off of one battery holder (left side of pic below) and connects to a corner of the silver pad (right side of pic) but it is part of the circuit board. If you decide to clean the contacts yourself as described below, **YOU MUST NOT** scrape onto this trace anywhere and disconnect it or break it in any way. Doing so will kill the power pack and it not repairable and NOT warrantied. Also; always start with the ruler already on the silver pad so you don't scrape or lift the silver pad off of the circuit board.

**To Clean the Pads:** Use a silver 6" metal engineer's scale or AKA mechanic's ruler (see pic below). From the insert battery side, being careful not to put upward pressure on the underside of the battery holder(s), and with only moderate pressure (NOT BENDING THE RULER) onto the corroded silver pad carefully scrape any corrosion off the silver pad.



If you see any powdery residue, (i.e. corrosion) come off of the silver contact pad, repeat the process until scraping the pad doesn't release any corrosion. Next, using a stiff (non-plastic tube) Q-Tip lightly wet one end with alcohol and then rub hard onto the silver pad. After doing this for 20-30 seconds check to see if the Q-Tip end looks black or reddish orange. If it does, continue with the clean side of Q-Tip and repeat as many times as needed until the Q-Tip shows no discoloration. You may need to go back to re-scraping pads with the tool and then use a Q-Tip again. Even if only one of the silver battery pads looks corroded I always still do the Q-Tip alcohol cleaning process on both pads. If you want further help or explanation on cleaning corroded pads, please email me a phone number(s) and best times to call. We'll try to clarify the process more over the phone.

If you're not comfortable doing this "more involved" cleaning process then please contact us to discuss sending the unit in to us.

Best Regards and God Bless.

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