

Warranty Line



The explorer system has an amplifier placed in the black box right at the head of the antenna.

There are various pieces of electronics which are subject to power surges, component failures, cable shorts etc.

Occasionally the IC in the circuit can blow which causes the antenna to fail.

Under our 3 year warranty we replace this. Often not because the product failed, but because maybe a storm or a power surge within the park created a spike and blew the IC. Even high levels of FM radio can do this.

It is important that stockists understand how to troubleshoot. Then they can diagnose the fault and return the board to us for repair.

Customers can remove the pcb board from the antenna head and mail it back complete with a stamped self addressed return envelope. You should use padded bags to protect the fragile PCB at all times

The package should include proof of purchase to claim the repair under warranty.

