



Extended Warranty FAQ

What does the Extended Warranty cover?

The Extended Warranty covers full parts and labor on all internal hardware failure, as well as Accidental Damage Protection from crashes, water damage, impact damage, etc.

When does the Extended Warranty coverage plan start?

Date of purchase warranty and coverage starts following the manufacture warranty.

When does the Extended Warranty need to be purchased?

At the same time as they are purchasing their the product.

What doesn't the Extended Warranty cover?

Lost or stolen products or accessories not included in the original box from the manufacturer.

Does the Extended Warranty cover general maintenance?

No, if a customer would like general maintenance, they may send it in for a discounted out of warranty service.

Does the Extended Warranty cover the rechargeable battery?

Batteries that fail due to water, impact or accidental damage are covered. Batteries that are not holding full charges due to normal usage are not covered.

How to file claims?

- Online through www.sidelinepower.com, submit RMA
- By sending us an email to info@sidelinepower.com
- Calling into our customer service department at 800-496-4290 x803

Who pays for shipping to the service center at time of claim?

The customer is required to pay for shipping to and from the authorized service center.

Will my Extended Warranty coverage continue after repairs on a current claim?

Yes. The coverage will remain in place until the contract expires, or unless the product is replaced under warranty

How many claims can a customer file over the life of their warranty plan?

The customer can file unlimited claims on their product, but coverage will cap out once the repair costs reach the original purchase price of their product.

What happens if the product is beyond economical repair?

If we can't fix it, we replace it. Damage will be investigated to determine the root of cause.

What is my coverage without the Extended Warranty Plan?

Depending on the product –

Drones – 30 day Basic Coverage

End Zone Cameras – 1 Year Basic Coverage

X Series Headsets – 1 Year basic Coverage

HME and MULTIVOICE headsets – 2 Year Basic Coverage