

TROUBLESHOOTING

Problem		Solution
HG2 Runners do not illuminate	<ol style="list-style-type: none">1. No power to RPM12 module2. Power wires reversed3. Fuse blown4. Improper ground to chassis	<ol style="list-style-type: none">1. Check wiring for loose connection; check fuse2. Check wiring diagram; reverse power wires3. Replace fuse4. Ensure ground wire terminates to metal chassis ground
External fuse blows	<ol style="list-style-type: none">1. Power wires shorted2. Incorrect fuse size	<ol style="list-style-type: none">1. Check power connections for damaged or shorted wiring2. Replace with correct fuse size
HG2 Runner illuminates regardless of ignition switch position	<ol style="list-style-type: none">1. RPM12 Module wired to constant +12v power source	<ol style="list-style-type: none">1. Check wiring connection to RPM12 Module for switched power
Incorrect flash pattern	<ol style="list-style-type: none">1. Wrong flash pattern is selected	<ol style="list-style-type: none">1. Select another pattern; see Basic Operations: Selecting Patterns
Flash patterns continually change	<ol style="list-style-type: none">1. RPM12 Module in "Demo Mode"	<ol style="list-style-type: none">1. Exit "Demo Mode"; see Basic Operations: Demo Mode

WARRANTY

This warranty gives you certain rights and you may also have other rights that may vary from state to state. This warranty is given only to the end-use purchaser of the accompanying product (referred to in this warranty as "this Product").

Product Registration: HG2 Emergency Lighting warrants Products within the "Warranty Period" and that have been properly registered. To register the Product, go to www.hg2lighting.com or fax the information on the back of this statement to 407-426-7716. Each HG2 product has a separate warranty card.

What is covered: HG2 Emergency Lighting warrants to you for the Warranty Period that there are no defects in the materials and workmanship of this Product. The "Warranty Period" is 3 years from the date you installed this product.

What is NOT covered: This warranty is VOID—that is, this Product has no warranty—if (1) you did not purchase this Product from an authorized HG2 reseller within the United States, (2) this Product has been serviced, modified or tampered with by anyone other than an Authorized Service Representative of HG2 Emergency Lighting (3) the serial number has been modified, defaced or removed from this Product, (4) this Product has been abused or purposely damaged, (5) non-HG2 controllers have been used, (6) this Product has been transported without the proper preparation and packaging, (7) a non-certified HG2 installer performed work on the unit or installed the unit.

What to do if you think your Product is defective: Call 866-468-4569, or if you suspect a defect in materials or workmanship in this Product, you can report it to a HG2 Emergency Lighting Authorized Service Center. During the Warranty Period, supply HG2's representative with a copy of your dated bill of sale showing that this Product was purchased within the United States. For the name of HG2 Authorized Dealer or Distributor call 866-468-4569. After contacting the HG2 Authorized Dealer or Distributor, you may be required to deliver or send the Product properly packaged, freight prepaid, to the Authorized Service Center together with a photocopy of your bill of sale.

What HG2 will do: HG2 will evaluate your report of a possible defect to determine whether a defect exists, and if it does exist, HG2 (or its Authorized Service Center) will repair or (at HG2's option) replace the Product with a product that performs the same functions and performs as well as the original Product. HG2 reserves the right to supply refurbished or remanufactured replacement products provided that the replacement products conform to the manufacturer's specifications for new products. The repaired or replacement product will be returned to you at no cost.

Exchange Service: HG2 Emergency Lighting Systems are covered by an Unconditional 3 Year Manufacturer's Warranty with a 72-hour no-downtime guarantee. To minimize downtime, systems that are in the warranty period will be given priority replacement for units found to be defective by HG2 technical support. A course of action for situations encountered with non-warranty units and/or non-franchised dealers or where an acceptable replacement unit is not available, will be determined by HG2 technical support. You must contact HG2 Technical Support at 866-468-4569 to first troubleshoot the issue, and if the Product is deemed inoperable, then a RMA (Return Merchandise Authorization) will be opened. All RMA shipments must have the RMA number listed on the box or on a form in the box. Return shipments without RMA information attached will not be guaranteed.

Product Support: Toll-free customer service and technical support is available for hardware operational assistance at 866-468-4569. At any time, free technical support in the form of frequently asked questions, troubleshooting, tips, and service center locator is available through the HG2 website at: www.hg2lighting.com.

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Please keep a record of your Product by completing and keeping the information as shown on the back of this warranty statement. Retain this information with your proof of purchase (bill of sale) in case your Product is lost, stolen, or requires service.

Important: We recommend that you keep all original packing materials, in the event that you ship this product.

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, WRITTEN OR ORAL, WHETHER EXPRESSED BY AFFIRMATION, PROMISE, DESCRIPTION, DRAWING, MODEL, OR SAMPLE, ANY AND ALL WARRANTIES OTHER THAN THIS ONE, WHETHER EXPRESSED OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED.

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