



## Warranty Service

Valley-Dynamo warrants its new products to be free from defects resulting from faulty manufacture or faulty components under the following terms and conditions:

### **WARRANTY LENGTH**

#### **One year** on

- Valley® Pool Tables
- Dynamo ® Pool, Hockey and Home Foosball tables
- Tornado® Home and Coin Foosball tables
- Champion Shuffleboard cradles and playfields
- Connelly Billiards® tables

#### **90 days**

- Batteries, Battery Chargers and Replacement Parts
- Champion Shuffleboard electric and electronic parts
- Valley-Dynamo Jet-Pong, All-Star Baseball and Zombie All-Stars games

#### **Lifetime FOR THE ORIGINAL OWNER**

- Champion Shuffleboard polymer playing surfaces  
(*owner is responsible for shipping charges*)

**TOURNAMENT USED** products receive identical coverage regarding manufacturing defects and faults. As used equipment they may have imperfections from shipping or use or may not have the desired coin configuration and are discounted accordingly.



## FOR WARRANTY SERVICE

Valley-Dynamo will, at its sole option, repair, upgrade or replace this product in the event of any defect in materials or workmanship during the warranty period. This shall be Valley-Dynamo's sole obligation, and the customer's sole remedy, for any warranty claim.

Valley-Dynamo will request and you must provide the **complete Model Number & Serial Number of the unit** (not just the last 5 digits), or other proof of purchase such as an invoice or receipt.

**OPERATORS AND END USERS** – While our Tech Support staff is available to assist with diagnosis and troubleshooting of your problem, contact your Distributor for Warranty Service on your equipment.

**DEALERS AND DISTRIBUTORS** – To obtain replacement and an RMA number, contact Valley-Dynamo referencing the Model number and Serial number of the unit and the nature of the problem. Valley-Dynamo will, at its discretion, send replacement parts and/or issue an RMA for the return of failed parts. To avoid billing issues, request an RMA when the failed part is present or readily available. Credit will be issued only upon receipt and inspection of the RMA. Valley-Dynamo may send replacement parts or issue an account credit. **NO REFUNDS.** Valley-Dynamo reserves the right to cancel outstanding RMAs 30 days after issue. Items returned without an RMA will not be inspected or credited and may be refused, discarded, or returned at Customer Expense.

**REPLACEMENT PARTS COVERAGE** – Valley-Dynamo warrants replacement parts for 90 days from the date of purchase. To obtain a replacement and an RMA number, contact Valley-Dynamo referencing the nature of the problem and provide proof of purchase. Valley-Dynamo will, at its discretion, send replacement parts and/or issue an RMA for the return of failed parts. To avoid billing issues, request an RMA when the failed part is present or readily available. Upon receipt and inspection of the RMA, Valley-Dynamo may send replacement parts or issue an account credit. **NO REFUNDS.** Valley-Dynamo reserves the right to cancel outstanding RMAs 30 days after issue. Items returned without an RMA will not be inspected or credited and may be refused or returned at Customer Expense.

Cushion rails normally require return and inspection before replacements can be sent.



## **ABOUT OLDER PRODUCTS**

Many Valley, Dynamo and Tornado products have been produced over the last 50 years. Some current parts may require modification or customization to work on older tables. Some older tables may have been modified or customized without Valley-Dynamo's knowledge, making use of current factory issue parts difficult or impossible. **There is no warranty or guarantee that current parts will fit all older products.** Valley tables prior to 1999 will require minor modification to use current model cushion rails. Instructions are included with every set of cushion rails. Failure to follow these instructions will damage your cushion rails and is not considered a manufacturing defect.

## **STATEMENT ON CONNELLY BILLIARDS ICON CUSHIONS LIFETIME WARRANTY**

Valley-Dynamo extended a grace period on the prior ownership's Icon cushion warranty for a period extending from our 2011 purchase of Connelly Billiards through June of 2018. This warranty is no longer supported by the current Connelly ownership. There are no lifetime warranties on any Connelly Billiards product.

## **SCOPE OF COVERAGE**

Note that our warranty is not an unconditional guarantee for the duration. Valley-Dynamo products are made to our exacting standards and known for their durability but are not indestructible and may require periodic maintenance in order to function properly. The following are not covered by the warranty.

- 1) Shipping or transport damage
- 2) Normal wear and tear
- 3) Damage or deterioration resulting from neglect, misuse, abuse, accident, liquid spills, improper installation, pets or mishandling
- 4) Incidental or consequential damage (except at Valley-Dynamo's discretion).
- 5) Removal, transportation or installation charges.
- 6) Shipping charges except at Valley-Dynamo's discretion.
- 7) Unauthorized modification of the product.
- 8) Subjective performance claims due to variations in materials beyond Valley-Dynamo's control (rubber, felt, wood, plastic, finishes)
- 9) Use of this product with unapproved parts, conversion kits or accessories



- 10) Damage from fire, flood, lightning, temperature, or other acts of nature – Valley-Dynamo always recommends using surge-protected outlets.

***SPECIFIC NOTE REGARDING BATTERIES – THE LEAD ACID BATTERIES IN OUR BILL ACCEPTOR TABLES MUST BE CHARGED PERIODICALLY OR THEY WILL FAIL PREMATURELY. PROPER MAINTENANCE IS CRUCIAL. PLEASE CONSULT YOUR OWNER'S MANUAL OR [VALLEYDYNAMOPARTS.COM](http://VALLEYDYNAMOPARTS.COM) FOR COMPLETE DETAILS ON PROPER BATTERY CARE AND MAINTENANCE***

***SPECIFIC NOTE REGARDING HOCKEY PLAYFIELDS - THE MOST FREQUENT CAUSE OF WARPAGE OR LAMINATE SEPARATION ON A PLAYFIELD IS A LIQUID SPILL. LIQUID SPILLS ARE NOT A COVERED WARRANTY FAILURE. IF WARRANTY FAILURE IS SUSPECTED, FOR EVALUATION VALLEY-DYNAMO WILL REQUIRE RETURN OF THE DAMAGED PLAYFIELD OR AT MINIMUM AT LEAST 12 SQUARE FEET (4' X 3') OF THE DAMAGED SECTION. NO CREDIT WILL BE ISSUED FOR A PLAYFIELD DAMAGED BY A LIQUID SPILL, OR FOR INCOMING OR OUTGOING FREIGHT FOR THE REPLACEMENT OR RETURNED PLAYFIELD.***

***SPECIFIC NOTE REGARDING LIGHT BULBS – WE DO NOT MANUFACTURE OR SELL LIGHT BULBS SO NO WARRANTY COVERAGE IS OFFERED. IF YOUR PRODUCT ARRIVES WITH BROKEN LIGHT BULBS, THIS IS NOT A MANUFACTURING DEFECT AND IS TREATED AS SHIPPING OR TRANSPORT DAMAGE. REPORT IT TO THE CARRIER OR DEALER FROM WHOM THE UNIT WAS PURCHASED.***

***SPECIFIC NOTE REGARDING COSMIC THUNDER – THE QUIET WHITE DYNAMO PUCK IS THE ONLY PUCK APPROVED FOR USE ON THE COSMIC THUNDER'S PLAYFIELD. DAMAGE FROM USE OF UNAPPROVED PUCKS IS NOT A MANUFACTURING DEFECT AND NOT COVERED BY THE WARRANTY.***

**REMINDER: customers and players can be cruel and careless with products placed on location. As stated in section 3 – abuse or misuse is NOT a manufacturing defect and NOT a covered warranty failure.**

### **EXCLUSION OF DAMAGES**

Valley-Dynamo's sole obligation and liability under this warranty is limited to the repair or replacement of a defective product at our option. Valley-Dynamo shall not, in any event, be liable for any incidental or consequential damages resulting from interruption of service, reimbursement for transportation and installation, loss of business or revenue, or for liability in tort relating to this product or resulting from its use or possession.



## **LIMITATIONS OF IMPLIED WARRANTIES**

There are no other warranties, expressed or implied, including but not limited to those of merchantability, revenue generation, or fitness for a particular purpose. The duration of implied warranties is limited to the period specified in the Warranty Length section above.

As technology improves, upgrades to software and hardware may be made available at Valley-Dynamo's discretion for a nominal fee. Purchase or ownership of a product does not entitle the bearer to free upgrades.

## **PRODUCT VARIATION**

Products may differ slightly from photos on our website due to supply or design issues, and we cannot control if your Dealer is using outdated photos.

Product variation does not constitute a warranty defect. Products may not be returned or refused because they differed from the photos.

## **TO OBTAIN TECHNICAL SUPPORT**

Please check the resources at [www.valleydynamoparts.com](http://www.valleydynamoparts.com), e-mail [TECHHELP@valley-dynamo.com](mailto:TECHHELP@valley-dynamo.com), or call 800.248.2837.

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