

**LED Technologies, LLC**  
**How to handle Warranty Issues**  
**&**  
**Extended Warranty Information**

**For all Warranty and Missing Parts:  
Within the United States**

**(*Outside of the United States* Warranty Issues will be handled directly with the Distributor)**

**Distributors that have customers with Warranty Issues in the United States will need to have your customers contact LED Technologies, LLC *directly*. The customer will need provide their contact information and proof of purchase so that we can *quickly* assist them with any warranty issues.**

**LED Technologies, LLC will do all that they can to provide your Customer with the best service possible when handling Warranty Issues. The following information is being provided so you as the Distributor have an idea of how Warranty Issues are handled. We have included information regarding trouble shooting so that you will be knowledgeable in answering their questions.**

1. Email [customerservice@ledtechnologies.com](mailto:customerservice@ledtechnologies.com)  
Or Call Customer Service: 1-800-337-9565
  
2. Provide warranty details
  - Name, address, phone number of purchaser (shipping address if different from mailing address).
  - Detailed description of problem or missing parts.
  - Advise consumer that someone from the factory may call to help determine problem.
  - Tell consumer that the replacement parts should be received in 4-5 business days.
  - (Once we receive notice we ship UPS 2<sup>nd</sup> day)
  - When sending replacement panels a credit card must be given at the time of replacement, only to be charged if they do not return the old panel(s) within 15 days. If they do not have a credit card other option is for them to ship the panels back to us, at their expense and then we will replace them.

### 3. Proof of Purchase

- You will or the customer will need to provide us with Proof of Purchase
- Date of Purchase
- Name of Distributor where system was purchased

4. Advise customer that we will include return UPS labels for returning panel(s). Only panels will be required to be returned. Once they have received the replacement they will want to hook everything up and make sure that the system is working properly. If we have replaced panels and they have been sent a UPS return shipping label they will want to put the panel(s) that are not working in the box that the replacement was sent in put the UPS return shipping label on the box and take it to a UPS shipping facility. The UPS return shipping is paid for they will just need to get it to a UPS shipping facility. The return tracking is monitored by LED Technologies, LLC and if we do not see it In Transit back to LED Technologies, LLC they customer will be given a call as a reminder to return the panel(s). If they are unsuccessful in returning the panel(s) we will charge their Credit Card for the panel that is not returned.

## **Trouble shooting for DPL ® Therapy System**

There are times when a customer will receive their system and feel that it is not working correctly but in fact it is working- here a list of some questions that might be asked at the time the customer receives the system and how to assist the customer when they are asked.

### **Common non-warranty problems:**

- **Symptom: No LEDs illuminated on either panel.**  
User hasn't actually turned on system. We have had several customers service and warranty calls where the user didn't press the power button. The system was never turned on. The power button is next to the power plug on the Master (right) panel.
- **Symptom: Panels light, successive beeps and shuts off quickly.**  
System is in Test Mode. This happens when the user holds the power button in too long. Walk them through turning on the system with just a quick press and release on the power button.
- **Symptom: Only 10 red lights are seen on each panel.**  
The system is working correctly. Go to the User Guide, page 6, and read "Why can't I see light from some of the LEDs."
- **Symptom: Power Supply/System doesn't light up.**  
Ask the customer to plug in the power supply to the wall and to the system. If a green light does not light on the power supply box, the problem may be the power supply. Make sure they have also turned on the system.

## **Note: LED Technologies, LLC warranty policy necessitates the LED Technologies, LLC be the only source for replacement parts.**

*What comes in the box??*

### **Parts List:**

<b><u>Quantity</u></b>	<b><u>Description</u></b>
1	Master Panel (contains power button)
1	Slave Panel (no power button)
1	Panel Connector (interconnect cord)
1	AC/DC Power Supply
1	Power Supply cord
1	Base
1	Column
1	Mounting Bracket
1	Quick Start Guide
1	User Guide
1	Skin Guide
1	Warranty Card

## **Trouble shooting for the dpl® Nüve Handheld**

There are times when a customer will receive their system and feel that it is not working correctly but in fact it is working- here a list of some questions that might be asked at the time the customer receives the system and how to assist the customer when they are asked.

### **Common non-warranty problems:**

No lights, system not coming on

- Is the power supply cord pushed firmly into the outlet  
Make sure they have **pushed the “on” button** (located on the handle)  
Make sure there is a **green light** on the power supply
- Is the power supply cord pushed firmly into the handle
- Is the head properly installed onto the handle  
**Line up the notches** (small notch at the top of the handle)  
**Twist (turn)** the head to the right to **lock (click) into place**

If system shuts off

- Make sure ventilation holes are not covered  
Make sure clothing or any other articles are not covering the ventilation holes on the back of the dpl® Nüve Handheld  
In the event that the system shuts off during treatment recommend that they let the system cool down before restarting

## **Extended Warranty Information**

**LED Technologies, LLC Offers the following extended warranties.  
Extended Warranties are available ONLY to customers within the United States.**

The DPL® Therapy System comes with a 1 Year Warranty from the date of purchase. Your customer may ask if there is an extended warranty available? The answer is yes!

They will need to contact us directly- provide us with proof of purchase and date of purchase. Extended warranty for the dpl® nüve handheld is only available the 1<sup>st</sup> month after purchase. We presently have the following Extended Warranty available:

<u>Unit Purchase Date</u>	<i>1Year Extended Warranty</i>	<i>2 Year Extended Warranty</i>
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### **DPL® Therapy System**

<b>Within 6 Months</b>	<b>\$19.95</b>	<b>\$29.956</b>
<b>6+Months – 1 Year</b>	<b>\$49.95</b>	<b>\$59.95</b>
<b>Over 1 Year</b>	<b>\$99.95</b>	<b>\$129.95</b>
<b>dpl® nüve Handheld</b>	<b>\$14.95</b>	<b>\$24.95</b>

*Extended Warranty for the dpl® nüve is only available the first month after purchase*