

Service

If your Valentine One needs repair:

Before sending your Valentine One back to us for service, please check TROUBLESHOOTING on page 27-28.

If it's completely dead, make sure it's connected to a reliable power source. Try another car.

If it still fails to function, follow these instructions to obtain factory service.

Where to ship:

Return your Valentine One, both power cords and lighter adapter (don't send the mounts) to:

Valentine Research
Customer Service
10280 Alliance Road
Cincinnati, Ohio 45242

How to ship:

Ship your unit prepaid and *insured*, in its original packaging or something equally protective. You are responsible for your Valentine One until it is in our hands, so insist on a proof-of-delivery receipt.

Along with your Valentine One, please enclose the following:

- a) your name, billing address (for credit cards) and shipping address;
- b) description of the problem;
- c) your daytime telephone number; and
- d) if your Valentine One is out of warranty (older than one year), send \$45 or a credit card number with expiration date to cover cost of diagnosis and repair.

Your Valentine One will be repaired as soon as possible.

For units that have been abused or modified, a repair cost will be calculated based on parts and labor required. You will be contacted if the repair cost exceeds the \$45 basic charge.

Note: We will not repair any Valentine One that has an unreadable serial number.

Prices subject to change without notice.