



Warranty Claim Procedures

In order to obtain the benefits of this warranty, the CUSTOMER must:

- Notify HELIX WIND Technical Support or local distributor as soon as possible following discovery of the defect. If the warranty requirements and period for the component is valid as listed in this warranty then HELIX WIND Service Support will respond within 24hrs and issue customer a Service Order Authorization number.

Telephone:

Office (619) 501-3932 ext. 2

Toll free 877-2GOHELIX ext. 2

In writing:

Email: service@helixwind.com

Mail: Helix Wind, Inc.

13125 Danielson St, Suite 101

Poway, CA 92064

- To expedite the process CUSTOMER must provide HELIX WIND with the serial number, the original date of purchase, delivery, and completion of installation, and the complete name, address, and telephone number of the party requesting warranty service.
- Helix Wind will coordinate service call with Certified Installer or Distributor.
- CERTIFIED DISTRIBUTOR/ INSTALLER will contact customer and schedule an appointment for diagnosis.
- CERTIFIED DISTRIBUTOR/ INSTALLER will return the defective part to HELIX WIND for inspection.
- See personal warranty for details of coverage.
- Labor and part charges not covered by warranty will be billed to the CUSTOMER directly by the CERTIFIED DISTRIBUTOR/ INSTALLER.
- Returned part(s) that are replaced shall become the property of HELIX WIND.