

DEWALT®



Instruction Manual

TWO-WAY RADIO MODEL **DXFRSBD900**

Part No. FBD-PUM-900-E02
V1.1
English

Definitions: Safety Alert Symbols and Words

This instruction manual uses the following safety alert symbols and words to alert you to hazardous situations and your risk of personal injury or property damage.

⚠ DANGER: Indicates an imminently hazardous situation which, if not avoided, **will** result in **death or serious injury**.

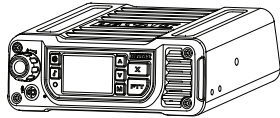
⚠ WARNING: Indicates a potentially hazardous situation which, if not avoided, **could** result in **death or serious injury**.

⚠ CAUTION: Indicates a potentially hazardous situation which, if not avoided, **may** result in **minor or moderate injury**.

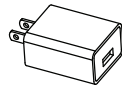
⚠ (Used without word) Indicates a safety related message.

NOTICE: Indicates a practice **not related to personal injury** which, if not avoided, **may** result in **property damage**.

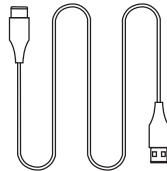
What's in Box



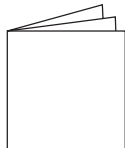
Radio



5V 2A
Power Adaptor



Charging cable



Instruction Manual



Introduction

Making Life Easier and Safer

Staying in touch is convenient and easy when using your radio. Some of the many uses you will discover include:

Communicating with others while talking with your colleagues in store or warehouse; working, hiking, and biking; checking with travel companions; keeping track of family and friends at a crowded public event; connecting with neighbors; arranging meeting spots with others while shopping at the mall.

Features

- 22 Channels
- 2W Transmit Power
- 121 Privacy Codes (38 CTCSS codes / 83 DCS codes)
- Hands-Free Operation (VOX)
- Backlit LCD Display
- Call Alert
- Button Lock
- Roger Beep
- Keystroke Tones
- Auto Squelch
- Scan
- Wireless Quick Clone™
- 24 Hours Backup Power ***
- 24x7 Hours Operation with Power Supply
- Command Call™ for Priority Team Broadcast
- Speaker / Microphone Jack
- Charging Jack
- Multi-Button Control Panel
- Flexible Installation
- Battery / Power Saver
- Battery Level Indicator
- 2-Color LED Indication

*** Based on the use of energy saving modes

Important Safety Instructions

WARNING: *To reduce risk of injury:*

Before any use, be sure everyone using this unit reads and understands all safety instructions and other information contained in this manual. Save these instructions and review frequently.

1. Only accessories included in this package or specified by the manufacturer should be used with the radio. Only use the supplied rechargeable batteries and power adaptor for recharging your DEWALT radio.
2. Do not use cleaners or solvents to clean the exterior of the radio. Use only a damp or dry cloth.
3. Do not expose this product to splashing or dripping water.
4. Do not attempt to service the receiver yourself. Removing the cover will void the warranty. Changes or modifications not expressly approved by DEWALT may void the user's authority granted by the FCC to operate this device and should not be made.
5. Do not plug the wall adaptor into the power outlet if the outlet is wet.
6. Do not use any portable radio that has a damaged antenna. If a damaged antenna comes into contact with your skin, a minor burn can result.

Important Safety Instructions for Battery

WARNING: *Read all safety warnings and all instructions:*

Failure to follow the warnings and instructions may result in fire and/or serious injury

- Do not incinerate the battery even if it is severely damaged or is completely worn out.
- Do not discard battery in a fire. The battery pack can explode in a fire.
- Do not replace battery in any area labeled "Hazardous Atmosphere". Any sparks created in a potentially explosive atmosphere can cause an explosion or fire.
- Do not disassemble, crush, puncture, shred, or otherwise attempt to change the form of your battery.
- Do not dry a wet or damp battery with an appliance or heat source, such as a hair dryer or microwave oven.
- A small leakage of liquid from the battery cells may occur under extreme usage or temperature conditions. This does not indicate a failure. Do not open, deform or mutilate the battery as there may be corrosive materials which can cause damage to eyes or skin and may be toxic if swallowed.

However, if the outer seal is broken and this leakage gets on your skin:

- a. Wash quickly with soap and water.
- b. Neutralize with a mild acid such as lemon juice or vinegar.
- c. If battery liquid gets into your eyes, flush them with clean water for a minimum of 10 minutes and seek immediate medical attention.

This product uses Lithium Polymer Battery. Do not transport package if damaged, a fire hazard could exist.

Recycle Battery

Local, state or federal laws may prohibit disposal of batteries in ordinary trash. Consult your local waste authority for information regarding available recycling and/or disposal options.

CAUTION:

Exposure to high volume sound levels may cause temporary or permanent damage to your hearing. Although there is no single volume setting that is appropriate for everyone, you should always use your radio with the volume set at low level and avoid prolonged exposure to high volume sound levels.

1. Set the volume control in a low position and use as low a volume as possible.
2. Avoid turning up the volume to block out noisy surroundings. Whenever possible, use your radio in a quiet environment with low background noise.
3. Limit the amount of time you use headsets or earpiece at high volume levels.
4. When using the radio without a headset or earpiece, do not place the radio's speaker directly against your ear.
5. Observe all signs and instructions that require an electrical device or RF radio product to be switched off in designated areas, such as gas/refueling stations, hospitals, blasting areas, potentially explosive atmospheres, or aircraft.
6. If you experience a skin irritation after using this product, discontinue use and seek medical attention.
7. If the product or charger: overheats; has a damaged cord or plug; has been dropped or damaged; has been dropped into water, disconnect any charger from its power supply, discontinue use of the product.

Electromagnetic Interference

Nearly every electronic device is susceptible to electromagnetic interference (EMI) if inadequately shielded, designed, or otherwise configured for electromagnetic compatibility. Turn off your radio in any facility where posted notices instruct you to do so. These facilities may include hospitals or health care facilities that may be using equipment that is sensitive to external RF energy.

- When instructed to do so, turn off your radios when on board an aircraft. Any use of a RF device must be in accordance with applicable laws, regulations and airline crew instructions.
- Some radios may interfere with some hearing aids. In the event of such interference, you may want to consult your hearing aid manufacturer or physician to discuss alternatives.
- If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from RF energy. Your doctor or physician may be able to assist you in obtaining this information.

IMPORTANT NOTICE:

Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: 1) This device may not cause harmful interference, and 2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



FCC Warnings: Replacement or substitution of transistors, regular diodes or other parts of a unique nature, with parts other than those recommended by DEWALT may cause a violation of the technical regulations of part 95 of the FCC rules, or violation of type acceptance requirements of part 2 of the rules.

⚠ Safety Information for Radios

Your wireless portable transceiver contains a low power transmitter. When the talk button is pushed, it sends out radio frequency (RF) signals. The device is authorized to operate at a duty factor not to exceed 50%. In August 1996, the Federal Communications Commissions (FCC) adopted RF exposure guidelines with safety levels for wireless devices.

Important

The device has been tested and comply with FCC SAR limits, under body worn and handheld operating condition.

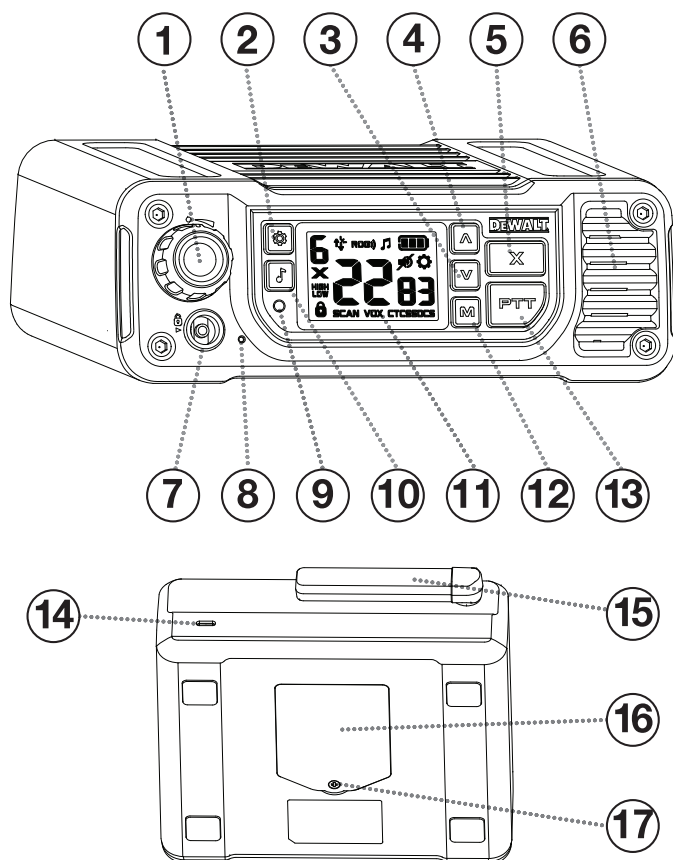
FCC Part 15.21 Warning Statement-

NOTE: THE GRANTEE IS NOT RESPONSIBLE FOR ANY CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY THE PARTY RESPONSIBLE FOR COMPLIANCE. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.



Introduction

Introduction - Radio

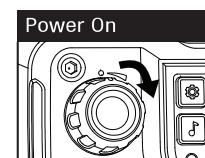


- | | |
|------------------------------------|---------------------------------------|
| 1. Power On/Off/Volume Knob | 10. Call Button |
| 2. Configuration Button | 11. Backlit LCD Display |
| 3. Down Button | 12. Menu Button |
| 4. Up Button | 13. Talk Button (PTT) |
| 5. X Button | 14. USB Charge Jack |
| 6. Speaker | 15. Antenna |
| 7. Speaker / Microphone Jack | 16. Battery Compartment |
| 8. Microphone | 17. Battery Door Screw |
| 9. LED Indicator | |

Buttons

Buttons	Press	Long Press
PTT	Standby: Press and hold to talk. In Menu: Confirm settings.	
^	In Menu: Upward Navigation.	
v	In Menu: Downward Navigation.	
M	Standby: Enter menu. In Menu: Next menu item.	Standby: Long press > 1.5 seconds to Lock/Unlock Menu Button.
	Standby: Enter/Exit Configuration.	Standby: Long press > 3 seconds to Enter Cloning mode
X	Standby: Press and hold to talk if X Location is enabled.	
	Standby: Press to call via PTT location.	Standby: Long press > 3 seconds to call via X location.

Power / Volume Knob

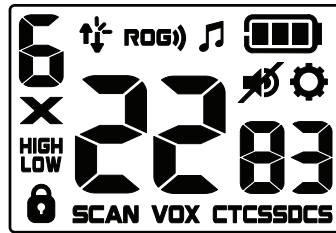


1. Rotate **Power / Volume** Knob clockwise to power on the radio and increase volume.
2. Rotate anti-clockwise to decrease volume.

Other button operations

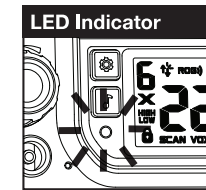
Buttons Combinations	Description
Hold X and Up Buttons to power on	Factory Reset.
Hold Configuration and Up Buttons to power on	Use local speaker (display "In") or remote microphone speaker (display "Out") if remote microphone is plugged in.
Hold Configuration and Down Buttons to power on	Enable / Disable backlit always on when power is connected.

Backlit LCD Display



Icons	Icon Name	Description
6	Location Number	Show current selected location.
X	X Icon	Show X location is working.
HIGH LOW	High / Low power Icon	Show current channel is high power level or low power level.
	Lock Icon	When radio is locked, Menu , Up , Down and Configuration Button will be disabled.
	LED Indicator	If turned off, LED indication of Standby and TX/RX will be disabled. The TX and RX status will be shown on display as ↑ and ↓ respectively.
ROG)	Roger Beep Icon	
	Keystroke Tone Icon	
	Battery Level Indicator	
	Mute Icon	When mute, the icon will flash. Press X or PTT Button, or long press Down Button to unmute.
	Configuration Icon	Appear when it is in configuration mode.
SCAN	Scan Icon	Appear when scanning all available locations.
VOX	VOX Icon	VOX is working.
22	Channel Numbers	Channel 1-22 are available.
83	CTCSS / DCS Privacy Code	Code 00-38 for CTCSS, or Code 00-83 for DCS.
CTCSS	CTCSS Icon	
DCS	DCS Icon	

LED Indication



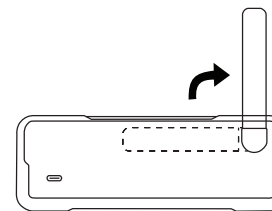
	Status	LED Color	Remark
TX RX	TX (Transmitting)	Solid Red	Can be disabled in Configuration mode.
	RX (Receiving)	Solid Green	
Standby	Standby	Green LED flashes every 5 seconds	
Charging & Battery	Charging	Solid Yellow	
	Charging Completed		Same as Standby
Clone	Cloning Transmitting	Solid Red	
	Cloning Received Successfully	Green LED flashes 4 times	



Before Using

Adjust Antenna direction

Rotate the Antenna for best reception direction.

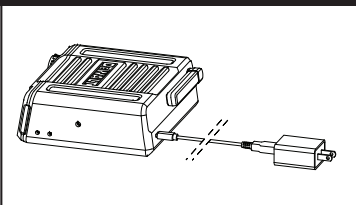




Before Using

Charging

Connect to Power Adaptor



Battery Indicator

Icon	Description
	71% - 100%
	31% - 70%
	11% - 30%
	< 10%

Only use the supplied power adaptor for recharging your DEWALT radio.

- When charging is started, the LED indicator on radio will remain yellow, and the Battery Level Indicator will be scrolling. The LED indicator will be off and the Battery Level Indicator will stop scrolling when fully charged.
- When battery is low (< 10%), the radio will Beep every 10 min, and Battery Level Indicator shows empty .
- It will take around 6-8 hours for charging fully.
- Tips: If you need more battery life, you can i) disable X Location or set X Location as same as PTT Location, or ii) select a low power channel.

When charging is completed and the power adaptor remains connected, the battery will not function but will charge automatically when the voltage drops after several months.

Once the power adaptor is connected, the screen backlight will remain on. If you want to turn the backlight off, you can press and hold the **Configuration** and **Down** Buttons while powering on to toggle the setting.

NOTICE: To protect the lithium battery, the charging circuit allows the battery to be charged in environments ranging from 50°F (10°C) to 113°F (45°C).



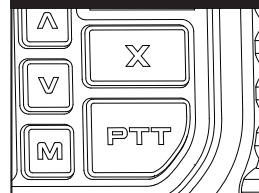
Before Using

PTT Location and X Location (Command Call™)

The radio have maximum 6 locations preset in Configuration mode, and you can choose 2 of them for PTT location and X location (Command Call™).

1. Press **Configuration** Button to enter Configuration mode. Do 6 location configuration. Set channel and privacy code.
2. In Configuration mode, choose 1 location for X location.
3. Press **PTT** Button to exit Configuration mode.
4. Press **Menu** Button to enter menu, choose 1 location for PTT location.

PTT Button and X Button



Tips:

- If PTT location is not same as X location, the radio will monitor 2 locations. You can press and hold **PTT** Button to talk via PTT location, or press and hold **X** button to talk via X location.
- If PTT location is same as X location, the radio will monitor 1 location. You can talk via this location by pressing and holding either **PTT** Button or **X** Button.
- If you want to send call tone to PTT location, press **CALL** Button.
- If you want to send call tone to X location, long press **CALL** Button.

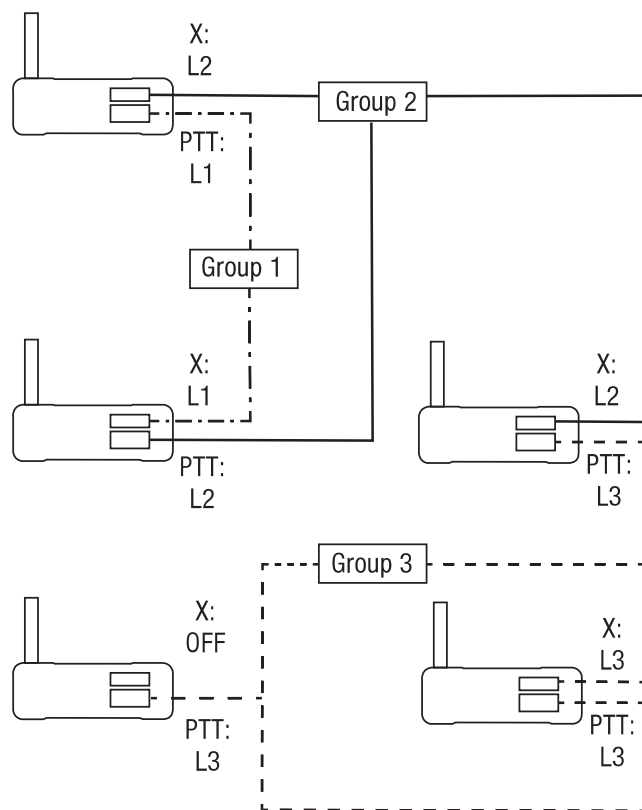


Radio can monitor both PTT and X locations alternatively. But once receiving from 1 location, the other one will be missed. You can only have 1 location receiving at one time. You cannot receive incoming calls or voice while pressing the PTT, X button or Call button, or 1 location is working.



It is recommended to configure different channels for the 6 locations. Using same channels with different CTCSS/DCS codes may result in interference that affects the signal.

Some examples of PTT and X Location settings for different use cases:



Remark

L1 : Location 1

L2 : Location 2

L3 : Location 3

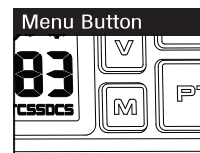


Before Using

Power On and Menu



1. Rotate **Power / Volume** Knob clockwise to power on the radio.

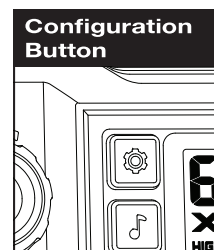


2. Press **Menu** Button to enter menu.
3. Select 1 location as your PTT location.
4. There are 2 more features you can use which are Scan and Vox.

	Menu Item	Display	Description
1	PTT Location Select		From Memory Location 1# to 6#, if no location is set as "OFF".
2	Scan		Choose ON then press PTT Button to start scanning among all available locations. Once received a transmission, you can press PTT Button to select this channel as PTT location. Or 6 seconds timeout and scan again. Note: The Scan function will not work if only 1 Memory Location is enabled.
3	Vox		In VOX mode, your radio can be used "hands-free," automatically transmitting when you speak. Note: The VOX feature will not work if Headset or Remote Speaker Microphone is used.

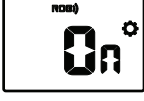


Before Using Configuration



1. Press **Configuration** Button to enter Configuration mode, the configuration icon  will be on.
2. Then you can use **Menu** Button for next item, use **Up** and **Down** Button to change configurations.
3. After configuration, press **PTT** Button to save and exit.

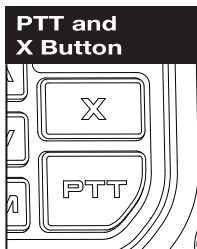
Configuration Menu Table

Item	Status	Display	Configuration	Remark
1	Location 1#		Channel: OFF or 1-22 CTCSS: 00-38 DCS: 00-83	When Channel Number flashing, you can use Up/DOWN Button to change the number. Then press Menu Button for CTCSS and DCS. If CTCSS is set to 00, it means no code and you can receive all transmissions from the same channel. If you just want to change CTCSS/DCS code, press Up and Down Button once each when channel number is flashing, then press Menu Button for CTCSS code. You can set the channel to OFF, but there must be 1 channel available at least.
2	Location 2#			
3	Location 3#			
4	Location 4#			
5	Location 5#			
6	Location 6#			
7	X Location Selection		Memory Location 1# - 6#, if no location is set to OFF.	You can set the X location to OFF, which means no action when you press X button. You can set the X location as same as PTT location, then you can talk when press and hold either PTT Button or X Button.
8	Indicator		ON/OFF	If set to OFF, there will be no LED indication when transmitting or receiving. And no LED flashes every 5 sec when standby. The TX and RX status will be shown on display as ↑ and ↓ respectively. Even set to OFF, the indicator will still works when VOX is on, charging or cloning, etc.
9	Roger Beep		ON/OFF	Your listener will hear an audible tone when you release the Talk Button. This alerts the other party that you have finished talking and it is OK for them to speak.
10	Keystroke Tone		ON/OFF	Keystroke Tone is an audible tone which will sound each time a button is pressed.
11	Call Tone		Tone 1-10	You can choose between 10 different Call Tones to transmit a call alert. Press Call Button to transmit via PTT Location. Long press Call Button for 3 seconds to transmit via X Location.
12	VOX Level		Level 1-5	Voice Activated Transmit (VOX). The current VOX sensitivity level is displayed with Number 1 through 5, with Number 5 being the most sensitive level and Number 1 being the least sensitive level.
13	Clone Status			You can use wireless clone to save configuration time when you have several radios to do the same configurations. You also can do minor changes after cloning. When CL is displayed, radio is ready for receiving cloning data. Or you can press PTT Button to send cloning data to other radios which are also in Clone status. When well received, the radio will flash LED 4 times and then repowered. Clone timeout: 5 minutes Clone items: Configuration items 1-12 and PTT location. Tips: You can long press Configuration Button to enter clone status directly.



Operation

Communication with Another Person



1. Press and hold the **PTT** Button, or **X** Button if available.
2. Position the microphone about 12 inches (30 cm) from your mouth, speak in a normal voice.
3. Release the button when you are finished talking and listen for a response.

You cannot receive incoming calls while pressing the **PTT**, **X** or **Call** Button.



Both radios must be tuned to the same channel and privacy code to communicate.

Your radio is always in Standby mode while the **PTT**, **X** or **Call** Buttons are not pressed.

Range



Your range will vary depending on terrain and conditions.

In flat, open country your radio will operate at maximum range.



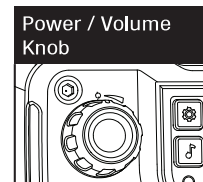
Buildings and foliage in the path of the signal can reduce the range of the radio.

Dense foliage and hilly terrain will further reduce the range of the radio.

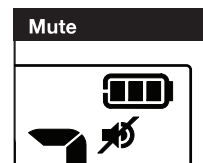


On Channels 8 through 14, your radio automatically switches to low power, which will limit the range the radio can communicate.

Adjust Volume



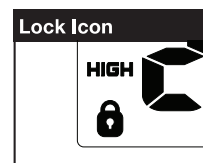
1. When standby, rotate the **Power / Volume** Knob clockwise to increase volume. Rotate anti-clockwise to decrease volume.
2. Long press **Down** Button can mute the radio. Press **X** or **PTT** Button, or long press **Down** Button can unmute.



! CAUTION:

Do not hold the radio close to your ear. If the volume is set to an uncomfortable level, it could hurt your ear.

Lock Function



1. Long press **Menu** Button can lock or unlock the **Menu**, **Configuration**, **Up** and **Down** Buttons to prevent accidental operation.
2. When in Lock mode, the Lock icon will be displayed.



Operation

General Specifications

Frequency Allocation and Compatibility

A = Channel No. for 22 Channel Models

B = Frequency in MHz

C = Power Output

A	B	C
1	462.5625	High
2	462.5875	High
3	462.6125	High
4	462.6375	High
5	462.6625	High
6	462.6875	High
7	462.7125	High
8	467.5625	Low
9	467.5875	Low
10	467.6125	Low
11	467.6375	Low
12	467.6625	Low
13	467.6875	Low
14	467.7125	Low
15	462.5500	High
16	462.5750	High
17	462.6000	High
18	462.6250	High
19	462.6500	High
20	462.6750	High
21	462.7000	High
22	462.7250	High

Your radio can transmit selectivity at low or high power.
Use the low power setting for short-range communications
and use the high power setting for long-range communications.

Privacy Codes

Your radio incorporates two advanced coded squelch systems that can help to reduce interference from other users on any given channel. CTCSS (Continuous Tone Coded Squelch System) provides 38 privacy codes and DCS (Digitally Coded Squelch) provides 83 privacy codes. This provides a total of 121 **Privacy Codes**. Either system can be used on all channels, but both systems cannot be used on the same channel at the same time.

For ease of use and reduce interference from other users, the 22 channels of your radio has been customized, see **Channel and Default Privacy Code Table**.

Channel and Default Privacy Code Table

Location	Channel	Privacy Code	
		Type	Number
Location 1#	1	CTCSS	1
Location 2#	2	CTCSS	11
Location 3#	3	CTCSS	22
Location 4#	4	CTCSS	33
	5	DCS	1
	6	DCS	11
	7	DCS	22
	8	DCS	33
Location 5#	9	DCS	44
Location 6#	10	DCS	55
	11	DCS	66
	12	DCS	77
	13	CTCSS	1
	14	CTCSS	11
	15	CTCSS	22
	16	CTCSS	33
	17	DCS	1
	18	DCS	11
	19	DCS	22
	20	DCS	33
	21	DCS	44
	22	DCS	55

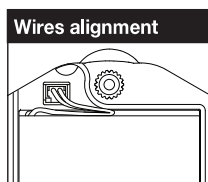
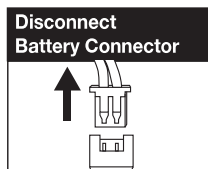
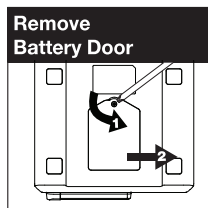


Maintenance

Caring for Your Radio

Your radio will give you years of trouble-free service if cared for properly. Handle the radio gently. Keep the radio away from dust. Never put the radio in water or in a damp place. Avoid exposure to extreme temperatures.

Replacing Batteries



1. Unscrew 1 screw at battery door with Philips #1 screwdriver, then open the battery compartment cover.
2. Disconnect the connector of the old battery from the socket of the radio inside the battery compartment.
3. Connect the connector of the new battery to the socket of the radio inside the battery compartment.
4. Place the new battery inside the battery compartment and align the wire as shown.
(Make sure the wire does not block the screw holes)
5. Replace the battery compartment cover, screw down the screws mildly.
(Screw nuts may be damaged if applying too strong force when tightening)

Only use the supplied rechargeable batteries and power adaptor for recharging your DEWALT radio.



Helpful Tip

More business radio models

Recommended business radios for use together are available from your local dealer or authorized service center.

If you need assistance regarding the radios, please visit www.shineflexglobal.com



Business Radio
DXFRSBH600



Customer Assistance

Product Service & Support

For any questions about operating this new DEWALT branded product, PLEASE CONTACT US FIRST... do not return this product to the retail store. The contact information for support will vary depending on the country in which you purchased and utilize the product.

To obtain warranty service or other information for products purchased from Shine Flex itself or through its authorized reseller or agent and utilized in the U.S.A., please email us at cs@shineflexglobal.com. You will receive instructions on how to ship the products at your expense to an our Authorized Service Center. To obtain service, you must include: (a) a copy of your receipt, bill of sale or other comparable proof of purchase; (b) a written description of the problem; and, most importantly; (c) your address and telephone number.

For further information needed on its features, please visit www.shineflexglobal.com for frequently asked questions and the electronic manual.

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Warranty & Trademark Acknowledgment

Limited Lifetime Warranty on Radio

Shine Flex warrants to the original consumer purchaser only that this product and the component parts thereof, will be free from defects in workmanship and materials. During this period, Shine Flex will, repair or replace, at its sole option and discretion, this product or any defective parts. Shine Flex's liability hereunder shall be limited to repair or replacement of the defective part or parts, and such correction shall constitute a fulfillment of all of Shine Flex's warranties hereunder.

This limited warranty does not apply to accessories and consumables and is only valid for the original consumer purchaser in limited jurisdictions and is not transferrable. This limited warranty will automatically terminate prior to expiration if this product is sold or otherwise transferred to another party. The product must be purchased from Shine Flex or an authorized dealer or the warranty is void. This limited warranty is valid only for products purchased and utilized in specific jurisdictions. Please visit our website at

www.shineflexglobal.com for a list of jurisdictions wherein this limited warranty is valid.

This limited warranty does not cover damage due to misuse, abuse, negligence, acts of God, accident, commercial use or modification of, or to any part of this product. This warranty does not cover damage due to improper operation, maintenance or installation; ordinary wear and tear; or attempted alterations or repairs by anyone other than Shine Flex or someone authorized by Shine Flex to do warranty work. Any unauthorized alterations or repairs will void this warranty. This limited warranty does not cover product sold AS IS or WITH ALL FAULTS. This limited warranty is invalid if the factory applied serial number or date stamp has been altered, defaced or removed from this product. This limited warranty does not cover product purchased or utilized in a jurisdiction not covered.

The procedure for obtaining service and support, and the applicability of this warranty, will vary depending on the country or jurisdiction in which you purchase and utilize the product. For details on obtaining product service, support and other warranty information please visit **www.shineflexglobal.com**.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state and country to country.

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Some states and countries do not allow limitations on how long an implied warranty lasts and do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state and country to country.

Provided that the product was purchased from Shine Flex itself or through its authorized reseller or agent and utilized in the U.S.A., Shine Flex will, without charge, repair or replace, at its option, defective products, products or component parts upon delivery to the authorized Shine Flex Authorized Service Center, accompanied by proof of the date of first customer purchase, such as a duplicated copy of a sales receipt.

You must pay any initial shipping charges required to ship the product for warranty service, but the return charges, to an address in the U.S.A, will be at Shine Flex's expense, if the product is under warranty.

The determination of whether the warranty is available shall be at the sole discretion of Shine Flex US LLC.

For Products Purchased Outside the U.S.A.

Please contact your authorized local reseller or agent for warranty information.

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Product Manufactured by:

Shine Flex US LLC, Illinois, USA.

For product, service or warranty information contact us at:

www.shineflexglobal.com (855) 224-5127



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