

# Mack's® EarDryer Warranty Information

Your Mack's® EarDryer unit is under warranty for one year from the date of purchase. Please **SAVE YOUR PURCHASE RECEIPT** warranty repair / replacement cannot be performed without it.

## Troubleshooting:

If you experience trouble with your EarDryer, please follow these steps before contacting the service center:

1. Check to make sure the battery is installed properly. The metal contacts on the battery should face downward and match up with the contacts inside the battery compartment. Battery is designed so that if inserted improperly, the battery door will NOT close.
2. Charge unit for a minimum of 2 hours.
3. Unplug EarDryer from charger and test. (If unit fails, proceed to next step.)
4. Plug charger into EarDryer and electrical outlet and re-test while plugged in. If unit now functions properly, the battery may need replacement.
  - If unit is under warranty, follow instructions for return below.
  - If unit is outside the 1-year warranty period, please call 1-586-427-7560 for purchasing options.
5. If your EarDryer still fails to operate while plugged in, please proceed with the return procedures below or contact the EarDryer service center at 1-800-319-0476.

## Returning EarDryer for warranty repair / replacement:

- Please refer to Troubleshooting section above if you have not yet done so.
- Fill out Return Form below in its entirety.
- Safely package all electronic parts (EarDryer, Battery and Charger) in the original packaging or a suitable padded envelope / carton. (Do not include Earpieces – Earpiece accessories will not be shipped with your replacement.) **Do not seal before enclosing documents required below.**
- Include completed Return Form and a copy of your Purchase Receipt.
- Send to: Mack's® EarDryer Warranty Service  
25460 Guenther  
Warren, MI 48091
- Please include complete contact details on your Return Form. If your Mack's® EarDryer does not qualify for warranty repair / replacement, you will be contacted with available options.

## Mack's® EarDryer Return Form

### **Product Details:**

Model Number: \_\_\_\_\_

Serial Number (9 digits): \_\_\_\_\_

Date of Purchase: \_\_\_\_\_ From (Store Name): \_\_\_\_\_

### **Details of Product Owner:**

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Telephone w/area code: \_\_\_\_\_

E-mail: \_\_\_\_\_

Problem(s) Incurred: \_\_\_\_\_