

## An important message concerning your warranty!

Your equipment is covered by the applicable manufacturer's warranty. In the event of a malfunction, DO NOT send your equipment to Falcon Direct unless it is within the first 10 days (in which case we will arrange for an exchange replacement). Products produced by Falcon Direct (Companion II, CrookCatcher) GPS, and specialized products by Electronics Entities can be returned to Falcon Direct. Other products returned to Falcon Direct during the warranty period will be subject to a \$37.50 handling charge and the applicable delay in forwarding your equipment to the proper source for repair. Unless otherwise stated products not listed below are covered by a one year warranty. The warranty period for labor or repairs is 30 days on all products. Please keep your product warranty card and the return address for repairs as well as this notice in the event you need an in-warranty repair. You are responsible for shipping charges to manufacturer. Manufacturer pays return shipping. There is no guaranteed turnaround time. Out of warranty repairs CAN be sent to Falcon Direct with normal repair cost applicable. A listing of our most popular manufacturers is listed below. Before returning your product for repair, please call for a return authorization number. Unless otherwise stated, damage caused by misuse or electrical source abnormalities is not covered.

User information. Products sold by Falcon Direct are warranted to be technically compliant with the manufacturers specifications. No other warranty relative to use of the equipment or related service, when applicable, is expressed or implied. Falcon Direct makes no claim for suitability or fitness of users purpose or application. Falcon Direct is not responsible for claims arising from the use of equipment or services provided by or through Falcon Direct in which there are losses attributed to the use or application of equipment and/or related services. User agrees to these terms as a condition of purchase. Information on supplemental service is available at [www.info4u.us/service.pdf](http://www.info4u.us/service.pdf).

**Antenex** – Base, mobile and portable antennas  
800.323.3757 (Standard warranty 1 year)  
2000-2005 Bloomingdale Road  
Glendale Heights, IL 60139

[www.antenex.com](http://www.antenex.com)

**Astron** – AC Power supplies and DC inverters  
949.458.7277 (Standard warranty 1 year)  
9 Autry  
Irvin, CA 92618

[www.astron.com](http://www.astron.com)

**BK-RELM** - Handheld, mobile, base radios  
Phone 800.422.6281 (Standard warranty 2 yrs.)  
Attn: Repair Dept. -7605 Technology Drive  
West Melbourne, FL 32904

[www.relm.com](http://www.relm.com)

**Digital Paging Co.** – Apollo digital and monitor pagers  
800.540.5700 (Standard warranty 1 year)  
10825 Burbank Blvd  
North Hollywood, CA 91601

[www.apollowireless.com](http://www.apollowireless.com)

**Firecom** – Vehicle intercom systems  
800.527.0555 (Standard warranty 1 year)  
7340 SW Durham Rd.  
Portland, OR 97224

[www.firecom.com](http://www.firecom.com)

**Globalstar** – Satellite phones and accessories  
408.933.4000 (Standard warranty 1 year)  
461 So. Milpitas Blvd - Bldg. 5, Suite 1 and 2  
Milpitas, CA 95035

[www.globalstar.com](http://www.globalstar.com)

**ICOM** – 2-way radios and accessories  
425.454.7619 (Standard warranty 2 years)  
2380 116th Ave NE  
Bellevue, WA 98004

[www.icomamerica.com](http://www.icomamerica.com)

**Motorola** – Pagers, handheld, mobile & base radios.  
800.227.6772 (Standard warranty 1 year)  
Rockford Radio Repair Center – 3761 S. Central Avenue  
Rockford, IL 61102

[www.motorola.com](http://www.motorola.com)

**Power Products** – Batteries  
800.529.1618 (Standard warranty 1 year)  
2170 Brandon Trail  
Alpharetta, GA 30004

[www.powerproducts.com](http://www.powerproducts.com)

**TEKK** - Handheld & mobile radios  
Phone 800.521.8355  
226 NW Parkway – Kansas City, MO 64150  
Standard warranty 3 year limited

[www.tekkinc.com](http://www.tekkinc.com)

**ARC** – Speaker microphones & audio accessories  
714.637.2828 (Standard warranty 1 year)  
2238 N. Glassell Suite D  
Orange, CA 92865

[www.arcmics.com](http://www.arcmics.com)

**Childs Antennas** – Base, mobile & portable antennas  
800.533.0998 (Standard warranty 1 year)  
132 East Main Street  
Elysian, MN 56028

[www.info4u.us/ChildsUserPrices.pdf](http://www.info4u.us/ChildsUserPrices.pdf)

**Custody Video** – Vehicle cameras  
Phone 866.277.5098  
3350 Riverwood Parkway – Suite 1900  
Atlanta, GA 30339

[www.custodyvideo.com](http://www.custodyvideo.com)

**Daniels Electronics** – Base stations and repeaters  
800-664-4066 (Standard warranty 1 year)  
43 Erie Street  
Victoria, B.C. Canada V8V 1P8

[www.danelec.com](http://www.danelec.com)

**Gai-Tronics** – Consoles, desk sets, & audio accys.  
800.489.1212 (Standard warranty 1 year)  
400 East Wyomissing Avenue  
Mohnton, PA 19540

[www.gai-tronics.com](http://www.gai-tronics.com)

**Honeywell** – Batteries  
508.650.3876 (Standard warranty 1 year)  
One Apple Hill Drive  
Natick, MA 01760-2012

[www.honeywellbatteries.com](http://www.honeywellbatteries.com)

**Linear Systems** – Security products  
800.421.1587 (Standard warranty 1 year)  
2055 Corte Del Nogal  
Carlsbad, CA 92009

[www.linearcorp.com](http://www.linearcorp.com)

**NCS** – Interoperable communications systems  
888.883.5788 (Standard warranty 1 year)  
5364 Valley Mist Trace  
Norcross, GA 30092

[www.ncsradio.com](http://www.ncsradio.com)

**Ritron, Inc.** – Radios and special products  
1-800-872-1872 (Standard warranty 1 year)  
505 W. Carmel Drive  
Carmel, IN 46032

[www.ritron.com](http://www.ritron.com)

**US Alert NOVA** - Pagers  
561.394.9969 (Standard warranty 1 year)  
164 W. Royal Palm Road  
Boca Raton, FL 33432

[www.usalertllc.com](http://www.usalertllc.com)