



Defective Parts Exchange Warranty

Defective parts are exchanged with a good replacement unless one is not available. If a replacement is not available within 5 business days after we receive and process your warranty claim, your money will be refunded. The defective part will have to be returned with any void labels in tact and no physical or electrical damage. Often, automotive electronics are damaged by a shorted circuit or electronic sensor malfunction. If you plug in another ECU before the fault is corrected, you risk damaging the replacement part. The Defective Parts Warranty will not cover damage caused by a defective vehicle. If the replacement part installed has the same fault as your original ECU, you most likely have a fault elsewhere and not within the replaced ECU.

To process your warranty claim, we will need:

- The attached form completed and enclosed in package
 - Invoice number and name on invoice
 - Reason for warranty claim
 - Fault codes and symptoms present in the original ECU before replacement
 - Fault codes and symptoms currently present with the replacement ECU
- Your original ECU
- The SOS supplied replacement ECU

If time does not permit you to wait for items to be shipped back, we can alternatively bill you for another ECU (and any applicable programming necessary). When the defective parts are returned, we will inspect the parts and issue a refund for parts with an internal defect.

What will void your warranty:

- Not processing the claim within the quoted warranty period.
 - This includes not providing all information indicated above necessary for processing
- Physical damage to connectors, pin's, or case indicating mishandling
- Printed circuit board damage indicating a short or over-current draw in your vehicle
 - burned traces
 - electrical smoke
- Indication of corrosion and moisture do to exposure to water.
- Removal or tampering with void labels
- Opening the ECU, swapping parts, or altering the ECU in any way.



SOS Diagnostics Warranty Claim Form

Sales Receipt #: _____ Job # (ex. S1610001499) _____

Name on receipt: _____

ECU part number: _____

ECU defect (include fault codes) : _____

What was defect in original ECU (include fault codes) : _____

Items enclosed in package: _____

Contact person for warranty questions: _____

Contact phone number: _____

Contact email: _____

Signature: _____ Date: _____

SOS Contact information:

Phone: 503-266-5442

Email: tech@sosdiagnostics.com

Shipping Address:

SOS Diagnostics

c/o Warranty Claims

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