

FCC Part 15 C Notice

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

NOTE: 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 experienced radio/TV technician for help.

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.

FCC RF exposure statements

This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body or nearby persons.

IC Radiation Exposure Statement:

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.



CLASS 10

Requires Speed Class 10 or higher microSD or microSDHC card (not included)
microSDHC Logo is a trademark of SD-3C, LLC.

Conforms to safety requirements of FCC.

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Made in China
C002-USA-V 1.0

VA-1000

HD STREAMING VIDEO DRONE



INSTRUCTION BOOKLET

WARNING: Never leave product charging unattended for extended periods of time. Always disconnect the battery from charger immediately after the battery is fully charged. Please refer to enclosed safety instructions.

PACKAGE CONTAINS:



VA-1000



2.4G Wireless
Controller



Spare Parts



USB Charger



Phone Holder



Battery



Instruction
Manual

Colors and styles may vary slightly .

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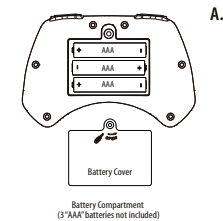
Thank you for purchasing the VA-1000 HD Streaming Video Drone. Please read this instruction booklet as it contains valuable information on how to properly fly and care your VA-1000.

FEATURES

- Compact fold-in design allows for easy portability
- New obstacle avoidance training feature will cause the drone to automatically circumvent walls and other obstructions so new pilots can get the hang of flying
- Air pressure sensor locks flight altitude for stable video footage
- Takes video and still shots with on board HD Camera
- 6 axis gyro for extremely stable flight and maneuverability

REMOTE CONTROL BATTERY INSTALLATION

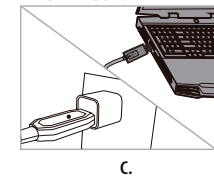
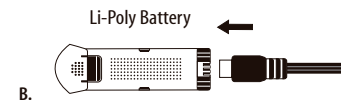
1. Unscrew and remove the battery cover from the back of the controller.
2. Install 3 fresh "AAA" alkaline batteries into the controller as shown in diagram A. Replace the battery cover and secure it.
3. Turn over the controller and press the power button.
If the power indicator turns on you have installed your batteries properly.



CHARGING THE VA-1000 LI-POLY BATTERY

1. Connect the USB charger to the battery charging socket (see diagram B).
2. Connect the USB end of the cable to your computers USB port or a USB wall charger (see diagram C).
3. The indicator light on the USB charger will turn to solid red to indicate that the battery is charging. The red LED indicator will turn off when charging is completed.
4. Average charging time is approximately 50-60 minutes (via 5.0V ~ 2A USB wall charger). A fully charged VA-1000 can fly for 5-6 minutes depending on environment and user input.

IMPORTANT: ALWAYS REMEMBER TO UNPLUG YOUR CHARGING CORD WHEN NOT IN USE!

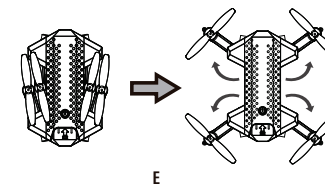
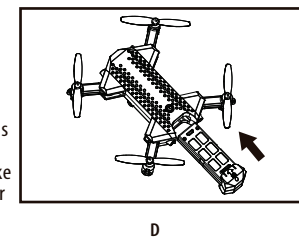


INSTALL THE VA-1000 BATTERY

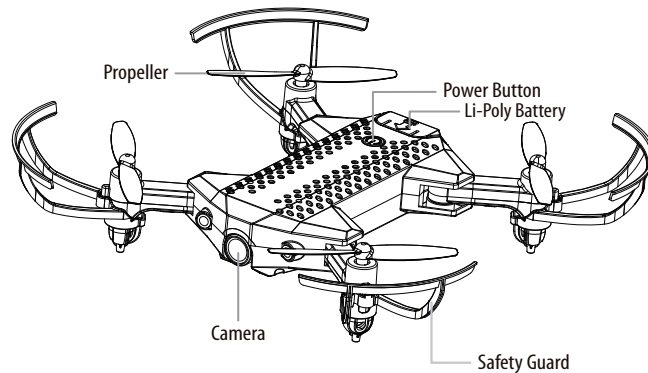
Push the fully charged battery into the battery compartment then lock the end with the battery locks. (see diagram D)
The battery only fits one way to the battery compartment, do not force it.

HOW TO EXPAND AND FOLD YOUR VA-1000

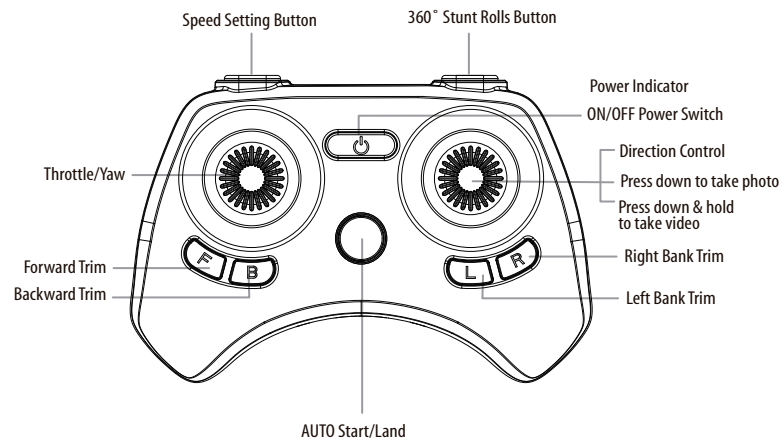
Before flying your VA-1000, you need to expand the foldable arms out. Turn your VA-1000 over, bottom side facing you, pull and expand the 4 arms as shown in the diagram below carefully. Make sure the arms are fully expanded to the position. After flying your VA-1000, it is recommended to fold all 4 arms back in. When expanding or folding your VA-1000, make sure to be gentle. (see diagram E)



VA-1000 DIAGRAM



CONTROLLER DIAGRAM



WARNING

DO NOT FLY YOUR VA-1000 IN FOUL WEATHER!



FLIGHT PREPARATION

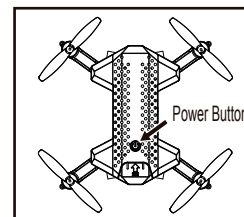
- Verify that there are 3 "AAA" batteries inside the remote control unit and the VA-1000 battery has been fully charged.
- Make sure to be in a large open space preferably a field or a park with an open radius of at least 200 feet.
- Make sure to start your drone on a clean flat level surface before take-off.
- **IMPORTANT! Until you have experience in flying your VA-1000, it is not advised to use in any rate of wind. Pick a day with zero wind or extremely light wind condition when learning how to fly.**

SYNCING YOUR VA-1000

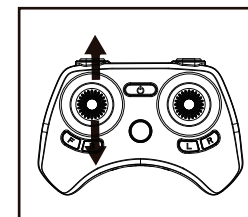
Important! When syncing your VA-1000 with the controller always make sure that the drone is on a flat level surface and that your digital trim settings are in the center position.

1. Before starting, make sure that the power on your controller is off and the battery is removed from the VA-1000. Make sure that there are no other 2.4G devices in the area.
2. Insert the battery into the VA-1000 and set it down on a flat level surface. Press down the power button and hold for a few seconds (see diagram F). The LED lights on the drone should begin to flash.
3. Quickly turn ON the remote and you will notice that the top red LED light on the face of the controller.
4. Push the throttle stick all the way up until it stops and then pull it back all the way down to the bottom (see diagram below). When pushing the stick up or pulling the stick down you should hear a high-pitched beep both ways. The indicating lights on the drone and controller will stop flashing and stay solid on. You have successfully synced your VA-1000 and are ready to fly. If this doesn't happen, repeat steps 1-4 again.

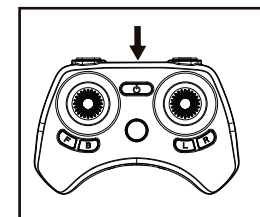
- **TIP 1: Try not to leave too much time between putting your battery into the drone and turning on the controller or your syncing window will time-out.**
- **TIP 2: Syncing your drone indoors or in the shade will make it easier to see the LED light indicators on both the controller and the drone.**



F



Move the control stick all the way up and all the way down, you should hear two beeps.



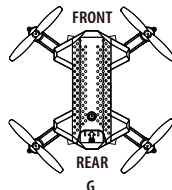
The flashing red LED light will become solid when you are synced.

NOW YOU ARE READY TO FLY!

If you have successfully synced your VA-1000 to your controller as explained on page 4 you are now ready to fly. Before beginning to fly your drone you should familiarize yourself with how to start and stop the rotors, how to use your auto land feature and how the controls work so please carefully read and familiarize yourself with various control features explained in the next. Once again as a beginner pilot you should learn how to control your drone in a large open field or park on a day with zero or very light wind. Do not try to fly your VA-1000 too high until you become a more experience pilot.

RECOGNIZING THE FRONT & REAR OF THE VA-1000

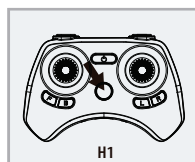
Even though the VA-1000 has four rotors there is still a front or "forward" facing direction and "rear" or backwards facing direction. The front and forward facing direction of the VA-1000 is the side with a camera (see diagram G). The rear and backward facing direction of the drone is the side with a red light (see diagram G).



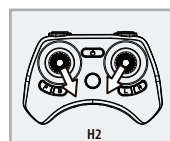
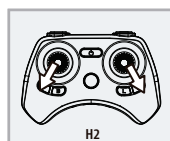
AUTOMATICALLY TAKE OFF / LAND

Make sure you have properly synced The VA-1000.

- simply press the Auto Start/Land button, your VA-1000 will automatically take off.
- To stop or land the VA-1000 just Press the Auto Start/Land button again and the VA-1000 will descend and land automatically (see diagram H1).



Tips: You also can move the two control sticks simultaneously down inside or outside corners, hold them till the blades start spinning. Release the control sticks and push the throttle stick slowly to take off manually (see diagram H2).



SPEED SELECT BUTTON

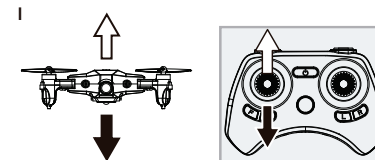
The VA-1000 has 4 speed settings; T (Training), 1 (SLOW), 2 (MEDIUM) and 3 (HIGH). The Default setting when you first turn on your VA-1000 is the 1 (SLOW) speed mode. To increase the speed simply trigger the speed setting button (see remote diagram on pg 3) you will hear beeping sounds of the controller will show you what speed setting you are on. Speed settings can be set before flight or during the flight.

FLIGHT CONTROL

Below is a list of basic flight functions for your long-range remote to control the VA-1000. While learning to fly your VA-1000 it is best to start in a large space with the drone facing away from you until you get used to the basic controls. As you master flying your VA-1000 you can move to more advanced maneuvering techniques. Practice makes perfect!

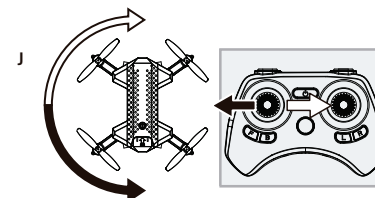
Move the left Throttle stick up to increase the propeller speed and the VA-1000 will accelerate and ascend.

Move the left Throttle stick down to decrease the propeller speed and the VA-1000 will decelerate and descend (see diagram I).



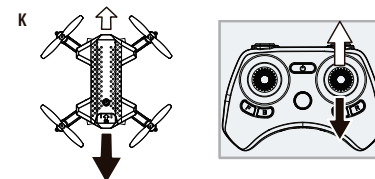
While in the air, move the left Throttle stick left and the VA-1000 will rotate left.

Move the left Throttle stick right and the VA-1000 will rotate right (see diagram J).



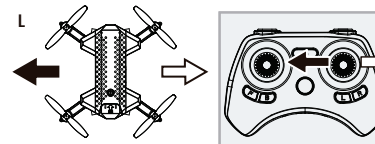
While in the air, move the right Direction Stick up and the VA-1000 will move forward.

Move the right Direction Control down and the VA-1000 will move backward (see diagram K).



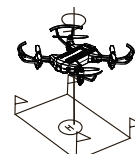
While in the air, move the right Direction Control left and the VA-1000 will bank to the left.

Move the right Direction Control right and the VA-1000 will bank to the right (see diagram L).

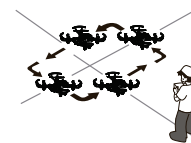


FLIGHT PRACTICE

To master flying your aircraft try practicing the exercises shown below, start with simple vertical takeoffs, landings, and left/right turning and rotating. Once those are mastered move on to square and cross maneuvers. Good luck and have fun!



Fixed-Point Landing



Square Pattern Maneuver



Cross Pattern Maneuver

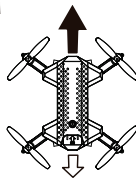
ADJUSTING THE TRIM

NOTE: The VA-1000 is already properly trimmed and calibrated right out of the box and should not require any trim adjustments before flying. Some more experienced pilots may want to adjust trim settings for their style of flying. After several crashes you may need to adjust trim settings for the VA-1000 to be more balanced.

Forward/Backward Trim

- If your VA-1000 is moving forwards or backwards automatically, you may need to adjust the FORWARD/BACKWARD TRIM buttons.
- If your VA-1000 drifts forward, push and release the BACKWARD TRIM button repeatedly until the moving stops and proper flight is maintained.
- If your VA-1000 drifts backwards, push and release the FORWARD TRIM button in the same manner until the problem is resolved (see diagram M).
- From time to time you may have to adjust the FORWARD or BACKWARD TRIM buttons to ensure the VA-1000 will hover in mid-air and respond accurately to your commands.

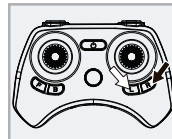
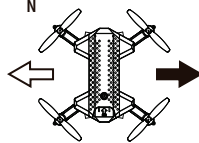
M



Banking Left/Right Trim

- If your VA-1000 is not steadily hovering and is banking to the left or right automatically, you may need to adjust the LEFT BANK or RIGHT BANK Trim buttons.
- If your VA-1000 banks to the left, push and release the RIGHT BANK TRIM button repeatedly until the banking stops and proper flight is maintained.
- If your VA-1000 banks to the right, push and release the LEFT BANK TRIM button in the same manner until the problem is resolved (see diagram N).
- From time to time you may have to adjust the LEFT and RIGHT BANK TRIM to ensure the VA-1000 will steadily hover in mid-air and respond accurately to your commands.

N



NOTE: The use of the Trim buttons utilizes sounds. A single long Beep indicates the product is center trimmed. When there's no sound when press the trim means the product is trimmed to the maximum on a particular side.

CALIBRATING THE VA-1000

NOTE: Your VA-1000 comes per-calibrated out of the box so you are ready to fly.

After several crashes and shocks to your gyro sensors, you may notice that your drone is drifting and can not hold its center position as well as it used to.

This most likely means that you need to recalibrate your VA-1000. Please follow the simple instructions below.

1. Place the VA-1000 on a flat level surface
2. Make sure the VA-1000 is on and that the controller is synced (refer to syncing pg 4). Do not start the blades. Instead move both the throttles and control stick down and to the right corner (see diagram R). You will see the lights on the drone rapidly flash and stop. Once the lights stop flashing you have completed your calibration and are ready to fly!

TROUBLE SHOOTING: If you do not see the lights flash, first remove the battery from the drone then turn off your controller and start again. Always make sure to put your battery in first, then turn on your controller. Push the left throttle stick up all the way and then pull back down again. When you hear the beep the VA-1000 is synced to the controller and you are ready to calibrate.

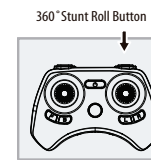


R

HOW TO PERFORM 360° STUNT ROLLS

Performing 360° stunt rolls with the VA-1000 is as easy as 1-2-3:

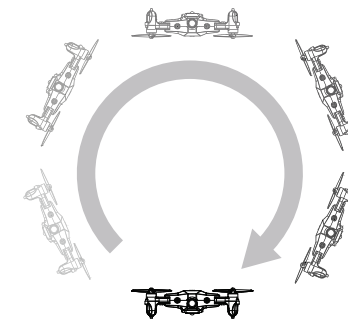
1. Hover the VA-1000 in still position making sure that you have at least 5 feet of clearance above and below the quadcopter. Set the speed settings to mode 2 or 3, the VA-1000 can not do the stunt in T (Training) mode and speed 1 (SLOW).
2. Press the 360 stunt button down and you will enter the stunt roll mode which is indicated by rapid beeping sounds (see diagram S).
3. Determine which direction you want it to flip and quickly push the right control stick in the direction you want to flip your VA-1000 (see diagram T).



S



T



NOTE: To exit the stunt roll mode without flip, you can press the button again. The beeping sound will stop.

USING YOUR ON-BOARD CAMERA AND VIDEO RECORDER

Your VA-1000 comes equipped with an onboard digital camera(1280x720 pixel, 25 frames per second) that takes both video and still photographs. Now you can have hours of fun creating aerial photography and videos for family and friends.

WHAT YOU WILL NEED TO GET STARTED USING YOUR CAMERA

1. One microSD card(not included).
2. One microSD card reader(included).
3. A Computer with a USB port and Windows Media Player or other Media player that can play AVI files(not included).

FORMATTING YOUR microSD CARD

Before you can begin to take videos or digital photographs you must first format your microSD card. To format your microSD card simply place the microSD card into the included USB SD card reader and plug it into your computers USB port (see diagram U1 and U2 below). After a few moments an icon will appear on your Desktop. Right click on the Icon and follow instructions to format your microSD card.

INSTALLING THE microSD CARD IN YOUR VA-1000

- Place the formatted microSD card into the VA-1000 SD card port (see diagram U3 below). Push gently until you hear and feel the microSD card “click” into the SD card slot.
- Turn the VA-1000 on and make sure that it is both fully charged and properly synced to the controller (see HOW TO SYNC YOUR QUADROPTER on page 4).

TAKING DIGITAL PHOTOS

To take photographs short press the CAMERA button of the controller (refer to CONTROLLER DIAGRAM on pg. 3), when you push the button you will hear a “beep” and the red and white led lights on the will flash one time indicating that a picture has been taken.

RECORDING VIDEOS

To begin recording a video long press CAMERA button for 2 seconds. You will hear 2 “beeps” and the red and white LED lights on the camera start flashing to indicate that you are in video mode and the camera is recording. To stop the video recording, long press the CAMERA button a second time, you will hear a “beep” indicating that the video recording has stopped and the Camera is in ready mode again.

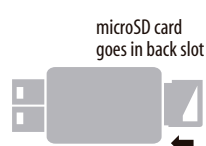


Diagram U1

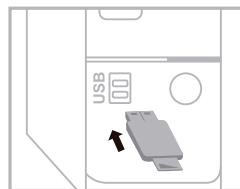


Diagram U2

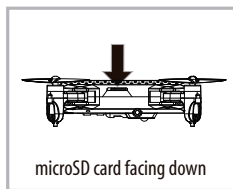


Diagram U3

IMPORTANT NOTICE: It's recommend to test your camera functions before flying.

REMOVING YOUR microSD CARD

To remove your microSD Card push in gently on the back of the SD card with your thumb or forefinger until you hear and feel a “clicking sound”. The microSD card will “pop-out” slightly and is ready for removal. Simply grab and pull gently away from the VA-1000's camera port to remove the card. Always store your microSD card in a clean, safe and cool environment.

DOWNLOADING AND CLEARING SPACE ON YOUR microSD CARD

Plug your microSD card into the microSD card reader and connect to your computer. It is best to always download all your videos and pictures on to your computer and not store this data on your microSD card. After downloading your photos and videos, follow your computers instructions to “delete” files on your microSD card.

LIVE VIDEO STREAMING SETUP

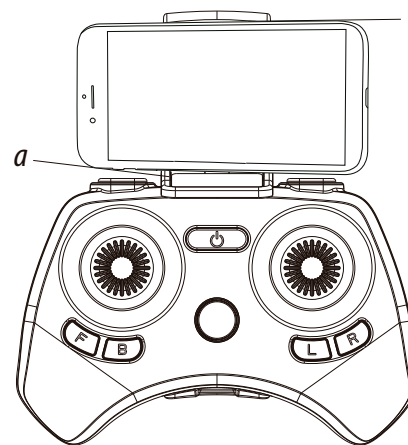
Your VA-1000 comes equipped with an on board digital camera that takes both video and still photographs to your mobile devices.

WHAT YOU WILL NEED TO GET STARTED USING YOUR CAMERA

1. One Apple or Android phone* (not included)
2. VIDEO DRONE APP installed (app store or Android market available)

PHONE HOLDER AND PHONE INSTALLATION

Insert the included phone holder hook (a) to the slots on the top of the controller properly, see the illustration below, When you install the phone holder correctly you can use it to hold your phone (see diagram U4)



U4

VA-1000 WiFi APP INSTALLATION

1. Make sure you are using a compatible Android™ or Apple® iOS device.
2. Make sure your device has access to the Internet.
3. For Apple® iOS devices, within the App Store, search and select "VIDEO DRONE". Hit the Install button and the "VIDEO DRONE" App should download and install automatically.
4. For Android™ OS devices, visit the Google Play store and search for "VIDEO DRONE". Selecting the "VIDEO DRONE" App will download the App and automatically install it on your device.
5. After the "VIDEO DRONE" App is installed, it should create an icon on your screen. Click the "VIDEO DRONE" icon to run the App to make sure that it has installed correctly on your device. If not, please delete and repeat the process again.

PAIRING VA-1000 TO YOUR COMPATIBLE DEVICE

1. After completely charging your VA-1000 battery, install the battery to your VA-1000 (Refer to the user manual).
2. In the Settings menu of your device, locate the Wi-Fi option.
3. Turn ON the Wi-Fi option.
4. Select the voyage Wi-Fi network. You will be asked for a password. The password is the 8 numbers that are attached to the VIDEO DRONE WiFi network. Enter the numbers to activate your account. Return to the Main Menu.



Settings



VIDEO DRONE

Note: Apple® devices require the use of iOS 7.0 or higher.
ANDROID™ devices require the use of OS 4.2.2 or higher.

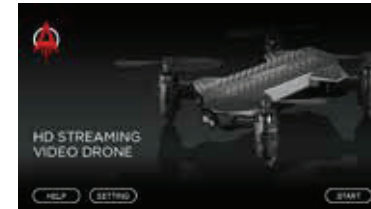
QUICK START

1. After you install the App correctly and have paired to the drone successfully, you can open the "VIDEO DRONE" App icon. Tap "START" on the bottom right hand side of the screen. You should see the real-time video streaming from your VA-1000's camera.
2. This App also allows you to control your VA-1000 by your mobile device. To activate the control sticks, tap the "ON" button at the top right hand side of the screen. This will switch the control from your traditional controller to your compatible device. Now click " " to start the motors. The control sticks will show up in the screen for your fly control and you can now use your device as a traditional controller. Or you can click " " to auto launch your VA-1000 in the air and then use your device as a traditional controller. Click this button again, your VA-1000 will automatically land on the floor.
3. You can click " " to take still pictures. Pictures will be stored into your mobile device. To record videos, you can click " ". There will be a timer start running on the screen, indicating the recording is on. The video footage will also be stored into your mobile device. Click " " you can see 2 folders, pictures and videos, you can find the pictures and videos you took with your VA-1000.

DETAILED APP OVERVIEW

Please see images below for a detailed App overview. This overview is also available under the "HELP" icon in the home screen of the App.

HOME PAGE



CONTROL STICKS



HELP PAGE 1



HELP PAGE 2



HELP PAGE 3



CAMERA SETTINGS



If you're still encountering difficulties please contact our customer service department at customercare@amaxbrands.com

TROUBLESHOOTING YOUR VA-1000

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
No Power	1. Power switched off 2. Polarity is reversed 3. Batteries may be low or in need of charging	1. VA-1000 the ON/OFF switch to ON 2. Make sure all batteries are installed correctly (see diagram A) 3. Replace batteries
Aircraft Not Responding	1. Remote is switched off 2. Battery power in remote is too weak 3. The remote is not properly synced 4. Out of control range	1. VA-1000 the ON/OFF switch to ON 2. Replace remote batteries 3. Re-sync the remote 4. Do not fly beyond 200 feet
Aircraft Won't lift off	1. Rotor speed too slow 2. Aircraft not fully charged 3. Obstruction of rotors	1. Push throttle lever forward 2. Recharge your VA-1000 3. Check rotors for hair or other obstructions
Aircraft Spins, can not be trimmed	Rotor deformation or bad motor	Replace the damaged rotor (You may need to consult with a customer service personnel)
Aircraft Tilt to one direction	Aircraft did not calibrate properly	Restart the aircraft and controller, properly calibrate it on a flat level surface
Altitude Hold height are not stable (up and down constantly)	Aircraft vibrates too much	Check the propeller deformation

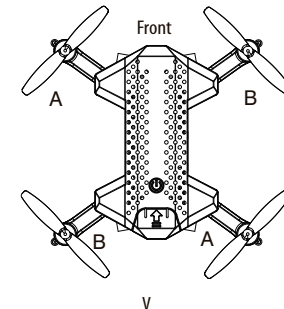
REPLACING THE PROPELLER BLADES

Your VA-1000's propeller system is a precision instrument that may need repair or replacement from time to time for optimal flight function. Crash landing at high-speed may cause damage to your VA-1000's propellers.

1. The VA-1000 has four sets blades, two sets blades with indication number A & B on front, and two sets blades with indication number B & A on the rear (see the diagram V).
2. When replacing the propeller blades, make sure to match the indication markings on the blades.
3. Unscrew and take off the damaged blade.
4. Replace with new correct blade.

Blade Front Left = A
Blade Front Right = B

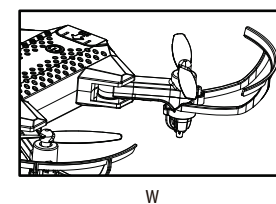
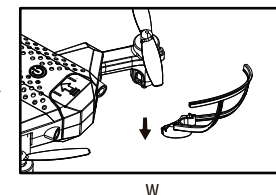
Blade Back Left = B
Blade Back Right = A



BLADES GUARD INSTALLATION

Your VA-1000 come with the blade guard for safety flight, it is recommended for beginners.

Simply attached the 4 blade guards to each of landing gear (see the diagram W).



VA-1000 WARNING:

The VA-1000 is designed for INDOOR & OUTDOOR use. The VA-1000's blades revolve at high speeds and can cause damage to the user, spectators and animals. Stand away from the VA-1000 to reduce the risk of getting into the flight path. Warn spectators that you will be flying your VA-1000 so that they are aware of its position. Before flight, inspect the rotor blades to make certain that the blades are securely fastened to the VA-1000.

WARNING!

- Choking/Cutting Hazard. Small Parts/Sharp Rotor Blades.
- Keep hands, hair and loose clothing away from the propeller when the power VA-1000 is turned to the ON position.
- Turn off the transmitter and VA-1000 power VA-1000es when not in use.
- The included charger is built specifically for the VA-1000 Li-Poly battery. Do not use it to charge any other battery.
- New alkaline batteries are recommended for maximum performance.
- Parental supervision recommended when flying VA-1000.

BATTERY WARNINGS

RECHARGEABLE BATTERY:

This VA-1000 uses a Li-Poly rechargeable battery. If battery no longer stays charged, dispose of battery properly according to local disposal requirements.

CONTROLLER BATTERIES:

Remote control requires 3 "AAA" batteries (not included).

Please read the important battery safety warning below.

- Do not mix alkaline, standard (carbon-zinc) and rechargeable batteries (Nickel Metal Hydride).
- Do not mix old and new batteries.
- Non-rechargeable batteries are not to be recharged.
- Rechargeable batteries are to be removed from the item before being charged (if removable).
- Rechargeable batteries are only to be charged under adult supervision.
- Exhausted batteries should be removed immediately and must be recycled or disposed of properly according to state or local government ordinances and regulations.
- The supply terminals are not to be short-circuited.
- Only batteries of the same or equivalent type as recommended are to be used.
- Batteries are to be inserted with the correct polarity (see inside booklet for diagram).
- Do not dispose batteries in a fire - batteries may leak or explode.

CARE AND MAINTENANCE

- Always remove the batteries from the wireless remote control when it is not being used for an extended period of time.
- To clean, gently wipe the remote control and VA-1000 with a clean damp cloth.
- Keep the toy away from direct heat or sunlight.
- Do not submerge the toy into water. This can damage the unit beyond repair.
- Parental guidance recommended when installing or replacing the batteries.

Limited 90-Day Warranty

NORTH AMERICA

AMAX Group USA warrants to the original consumer that this product is free from any electrical or mechanical defects for a period of 90 DAYS from the date of purchase. If any such defect is discovered within the warranty period, AMAX Group USA will repair or replace the unit free of charge upon receipt of the unit, shipped postage prepaid and insured to our warranty center ALONG WITH THE ORIGINAL RECEIPT evidencing that the product was purchased from an approved AMAX retail partner and that the product is still within the 90 day warranty period. The warranty covers normal consumer use and does not cover damage that occurs in shipment or failure that results from alterations, accident, misuse, abuse, neglect, wear and tear, inadequate maintenance, commercial use or unreasonable use of the unit. Removal of any parts/components voids all warranties. This warranty does not cover cost of repairs made or attempted outside by third-party individuals or companies. Any applicable implied warranties, including warranties of merchantability and fitness, are hereby limited to 90 DAYS from the date of purchase. Consequential or incidental damages resulting from a breach of any applicable express or implied warranties are hereby excluded. Some states do not allow limitations on the duration of implied warranties and do not allow exclusion of incidental or consequential damages, so the above limitations and exclusions in these instances may not apply.

REPAIR/REPLACE PRODUCT

If your product begins to malfunction or stop working, immediately contact our warranty center (contact details listed below). If it is determined that a return is necessary, our warranty department will issue you an RMA number/form and an address to the nearest return center for shipping the product to us. When honoring the warranty, AMAX reserves the right to either repair, replace or refund the product.

IMPORTANT NOTICE:

We will reject and return to sender returns that are not accompanied by an AMAX issued RMA form and RMA number so make sure to contact our warranty center before attempting to return your product!

PREPARATION FOR SHIPPING YOUR PRODUCT:

Please repack your product in a durable box, preferably in the original carton, and send it prepaid, and adequately insured. Include the RMA form that was issued by our warranty department along with your daytime telephone number and email address inside the shipping carton. If your warranty has expired and you still require service please contact our customer care team. For further information please send all inquiries to: customer care@amaxbrands.com

IMPORTANT NOTICE!
DO NOT ATTEMPT TO SHIP YOUR PRODUCT BACK
WITHOUT FIRST CONTACTING OUR WARRANTY
DEPARTMENT AT:

www.amaxbrands.com

Email: customer care@amaxbrands.com