



MAXIMUS USER MANUAL

MANUAL / Reference : MAN_MAX_EXTEQ_EN_V1.0





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Revision of the manual

Due to software updates, your experience of the software interface (including but not limited to software features, user interfaces, and interaction experiences) may differ from the interface presented in this manual. The software interface is subject to change.

EDITION / REVISION	REFERENCE	DATE	UPDATES PARTS
First edition	MAN_MAX_EXTEQ_EN_V1.0	February 2025	-

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Introduction

ABOUT //////////////

E-XTEQ is a battery diagnostic tool and equipment manufacturer with a broad spectrum of knowledge and understanding of battery technology for Industrial, OE and Aftermarket Maintenance including EV/HEV applications.

Our mission is to be a passionate global leader of innovative measurement solutions by providing premium testing equipment and unsurpassed services to our valued customers and partners.

E-XTEQ Maximus supports battery diagnostic tests including dynamic 1/2 CCA load test and provides a true reserve capacity test. Maximus has a built-in 12V/55A charger/maintainer that provides in-depth features and functions to stabilize battery voltage during ECU reflash and is capable of charging different battery chemistries. The pistol is a comprehensive 1D/2D scanner and IR laser temperature measurements tool that provides database selection accuracy, speed and is user friendly.

With our Smart Logic™ sequence, we are capable of providing results in a maximum of 20 minutes. Our EDM icon allows the user to perform additional tests, such as Dynamic Load Test, ECU Relearn & Reserve Capacity. The Maximus will update wirelessly and will notify the user when an update is available. All the jobs performed will be stored on the Argos Cloud Based System automatically and are available for the service advisor or technician to view all jobs performed and print out a customer copy.



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Safety Guidelines 1/2

Please read the safety guidelines carefully.

This section indicates the areas that need to be protected in order to prevent harm to people who use this equipment, damage to property and to enable proper use of this product.

MAINTENANCE AND STORAGE //////////////

Keep this product dry. Do not expose the MAXIMUS to rain or snow.

Discontinue use and contact technical support if an overheat event has occurred, or if corrosion or deterioration has been identified in the cables or other parts of the product.

BEFORE USE //////////////



Keep the exterior clean and free of dust.
Do not disassemble or modify the main unit as it may cause an electrical shortage or fire.
To reduce the risk of electrical shortage, unplug the AC power plug before cleaning and maintenance.

Extreme caution: Keep liquids and conductive tools away from the MAXIMUS while operating.

MAXIMUS must be used in a well-ventilated area.

When operating the equipment make sure the surface is dry and clean to minimize any risks.



The battery contains chemicals that may generate explosive gases. Before handling the battery, remove all metal accessories such as rings, bracelets and necklaces. Short circuit at battery terminals may cause burns. Do not place batteries near flames or other heat sources



The battery fluid is highly corrosive. If the battery fluid gets on your skin or clothes, immediately wash it with soap and water. If electrolyte gets in your eyes, immediately flush with cold water for at least 10 minutes and seek medical attention.



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Safety Guidelines 2/2

SAFETY REMINDERS //////////////

Do not use extension cords as there is a risk of fire and electrical shortage.

If use is necessary, check that the extension cord has the following:

1. Identical plug, cable size and the same electrical wiring as the Maximus.
2. Make sure the equipment is securely connected before use.
3. It is not recommended to leave the Maximus charging a battery unattended overnight.

When unplugging the cord from the outlet, hold the frame of the plug to avoid damaging the plug or power cord. Pulling the cord may cause the cable plug to break. Replace power cord immediately if damaged.

If the outlet shape does not fit the plug, please contact the E-XTEQ service department.

Phone: 1.877.453.3265

E-mail: support.usa@e-xteq.com



Do not touch the power connector during use. Keep away and Do Not Touch restricted areas of this equipment.

SAFETY REMINDERS //////////////

Do not disassemble the product or damage or remove the stickers or labels on the product. If the product's case has been disassembled or damaged by the user, all warranties will be void. Always contact a designated E-XTEQ Service Center for repairs.

Do not insert metallic objects into the unit to prevent electric shock, fire, short circuit, possible leaking of harmful substances and personal injuries. Do not store the product in a wet or humid place. Always store the product in a dry place.

SAFETY REMINDERS //////////////

It is recommended that you clean the product by wiping it gently using a soft cloth. Do not use water, chemical substances or detergents. They may cause discoloration or corrosion to the product's exterior and may cause a fire or electric shock.



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SAFETY REMINDERS //////////////

Please review the safety guidelines in this manual before using the Maximus for safety operations

When unplugging the Maximus, pull on the plug frame rather than the cord to reduce the risk of damaging the power plug or cord.

The Maximus is designed for indoor use. Use outside in dry weather only.

The E-XTEQ Maximus enables a wide range diagnostic procedures with 16V/50A charge capability.

APPEARANCE AND DIMENSIONS //////////////

Dimension Details:

Metrics: 1070 x 570 x 760 (mm)
Imperial: 51.18 x 22.83 x 27.16 (inch)

Weight:

Kilogram: 67 (kg)
Pounds: 148 (lbs.)





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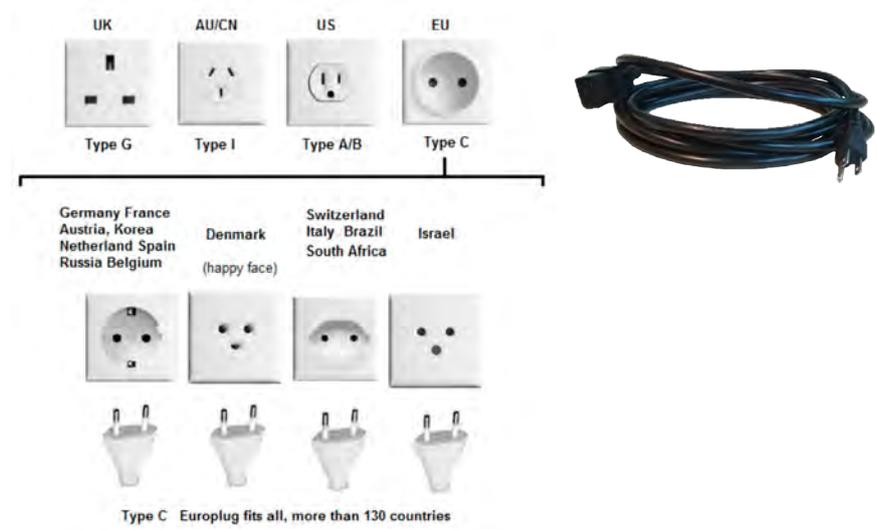
Getting Started 2/3

ACCESSORIES //////////////

Power Cord

16.4 ft/5m power cord is supplied with the E-XTEQ Maximus.

The cord will be suitable based on the destination country standards



Charge Cable with Clamp

The cable will be used to connect the battery to the trolley and diagnostic charging.





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ACCESSORIES // // // // //

Accessories Box

1. 7 Short Screws
2. Printer Paper Roll
3. Handle
4. Pistol, USB Cable
5. 2 Hooks (For Rear Part of the Trolley)

1.



2.



3.



4.



5.





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UNBOXING // // // // //

1. Open the box carefully by using a box cutting knife or similar tool and remove the protective foam like the picture shown below



2. Gently pull up on the Power Cable box and Accessories box and set aside.



3. Remove the flat piece of foam on back of the unit and the triangular piece of foam on top and set aside.



4. Gently tip the box vertically.
Note: For your safety, ask for help when lifting this product.



5. Roll the Trolley out of the box.
Note: Have one person hold the box while the other rolls the trolley out of the package.





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SETUP //////////////

1. Open the Accessories box and remove the top layer of foam to retrieve the handles.



2. Connect the handles to the trolley as shown below.



3. Attach the handle to the trolley using the included 6M-35mm screws and nuts.



4. Mount the trolley cable hooks with the included 5M-10mm screws.



5. Insert paper roll in the printer as shown below.



6. Open the Power Cable box and connect the power cord to the trolley.





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SETUP //////////////

7. Open the Power Cable box and connect the charging clamps to the trolley.



DEALER CODE SET UP //////////////

After trolley has been setup, turn on the remote and follow the steps below to input the BAC Code into the tool. (BAC code is required to generate warranty code).

After MAXIMUS has been assembled, turn the unit on and follow the steps below to input the dealer code. (Dealer code is required to generate a warranty code)



From the main menu press the profile icon



Enter Dealer Code and press save



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WI-FI CONNECTION // // // // //



Select settings icon



On general settings screen select your network connection



Click on local router and tool will search for local networks



Select your preferred network



Enter network password and press connect



Once connected, can go back to main menu by clicking on the 3 lines on the top left (home button) of the screen.



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BLUETOOTH PISTOL CONNECTION //



Select settings icon



On general settings screen select your network connection



Scanning for pistol via bluetooth



If pistol is not turned on, Bluetooth will not find the pistol



Pistol found, Select your pistol device



Connecting device to pistol via bluetooth



Once connected, can go back to main menu by clicking on the 3 lines on the top left (home button) of the screen.



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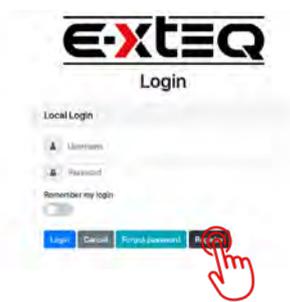
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UPDATE //////////////

While optional, your Argos log in makes jobs viewable from each tool.



Optional User setup for ARGOS
Open up your web browser and go to:
prod.e-xteq.com/ArgosV2



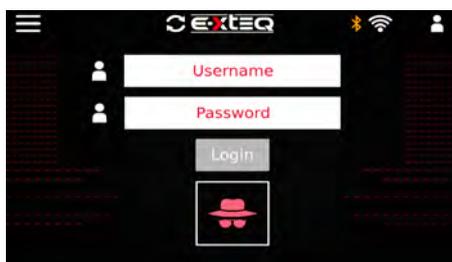
Click Register.



Complete each field and hit the register button once finished.



Confirm E-mail, this is required to assist in the event of a forgotten password.



Login with Username and Password on the Maximus.

** To login with your Argos ID, your Maximus needs to be connected to the internet*



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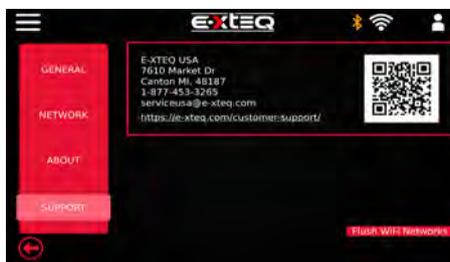
Settings icon selected



General preference screen to select preferred units/time & language.



Network settings user is able to select Wi-Fi and connect to pistol. Scanning for pistol.



Support icon will display the tool information, and technical support information. The QR code will be available for quick guides.

VEHICLE/BATTERY SELECTION // // // // //

The vehicle/battery selection will be available on the following menu screen.

- *Diagnostic
- *Charge
 - Normal & Fast Charge
- *Enhanced Diagnostic Mode
 - Manual Load Test
 - Manual Reserve Capacity Test
 - Power Supply Mode (ECU Reflash)

MANUAL BATTERY SELECTION // // // // //



Manual Battery Selection



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VEHICLE/BATTERY SELECTION //////////////

MANUAL BATTERY SELECTION //////////////



Select Battery Chemistry

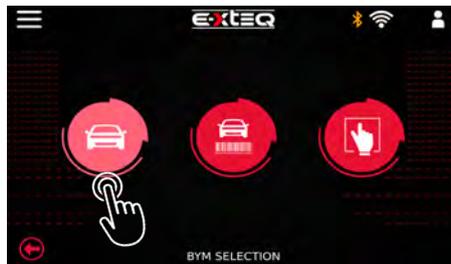


Select Battery CCA Standard



Confirm CCA rating

BRAND YEAR MODEL //////////////



Vehicle selection (Brand Year Model)



Select Brand



Select Model Year

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VEHICLE/BATTERY SELECTION // // // // //**BRAND YEAR MODEL // // // // //**

Select Model



Select Submodel



Select Main or AUX Battery (if applicable)



Confirm battery information.
If battery has been replaced, press edit icon and follow manual battery selection after



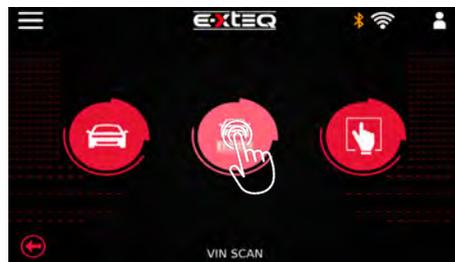
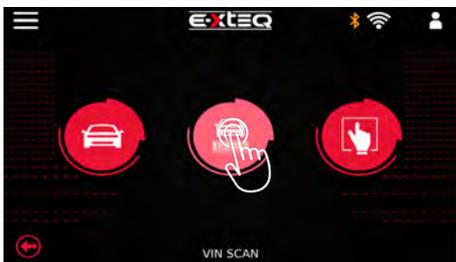
Workflow 4/16

VIN SCAN (PISTOL CONNECTED) // // // // //

VEHICLE FOUND // // // // //

MULTIPLE CONFIGURATIONS FOUND // // // // //

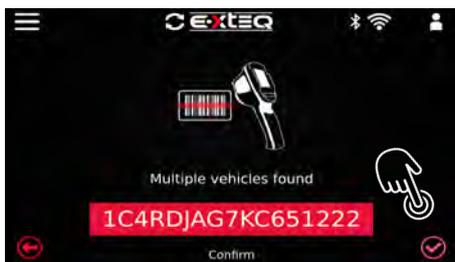
NO VEHICLE FOUND // // // // //



Select VIN Scan

Select VIN Scan

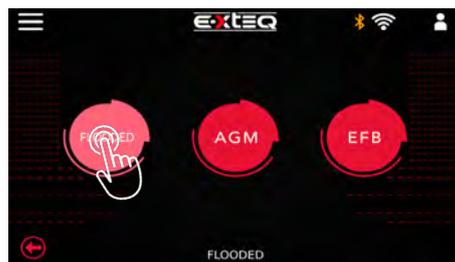
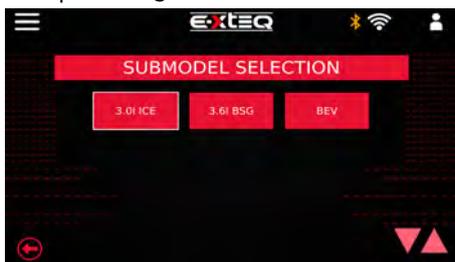
Select VIN Scan



Scan VIN with pistol and VIN will show up on screen of tool

Scan VIN with pistol
Multiple Configurations Found

Scan VIN with pistol
No vehicle found



Select main or AUX

If multiple Configurations are found, select submodel

Select Battery Chemistry. If no vehicle is found, follow Manual Battery Selection



Confirm battery information.
If battery has been replaced, press edit icon and follow manual battery selection after

Select Main or AUX

Select Battery CCA Standard



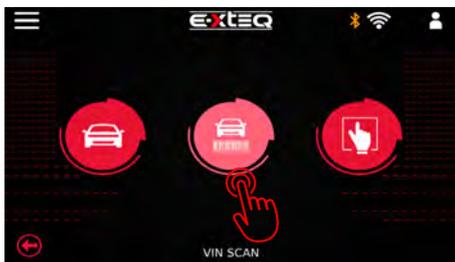
Confirm battery information.
If battery has been replaced, press edit icon and follow manual battery selection after

Confirm CCA rating

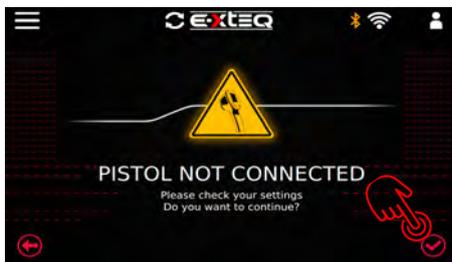


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VIN SCAN (PISTOL NOT CONNECTED) // // // //



1. Select VIN Scan



2. Pistol Not Connected



3. Enter VIN from keyboard



4. Press confirm to start search



5. Confirm you want to continue to save the Data (VIN)*

VEHICLE FOUND // // // //



Searching for VIN



Vehicle Found

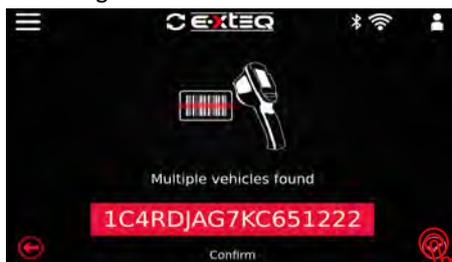


Select Main or AUX and confirm battery information

MULTIPLE CONFIGURATIONS FOUND // // //



Searching for VIN

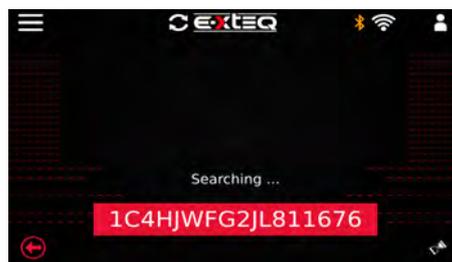


Multiple Configurations found



Select submodel if multiple vehicles are found

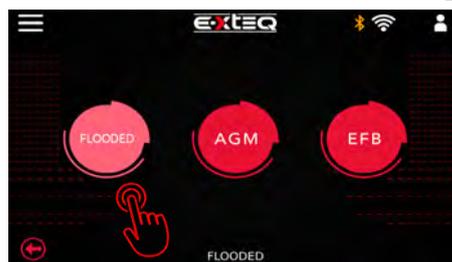
NO VEHICLE FOUND // // // //



Searching for VIN



Vehicle not found



Select Battery Chemistry. If no vehicle is found, follow Manual Battery Selection

***Note: RGPD (French) Stands for General Data Protection Regulation (GDPR in English)



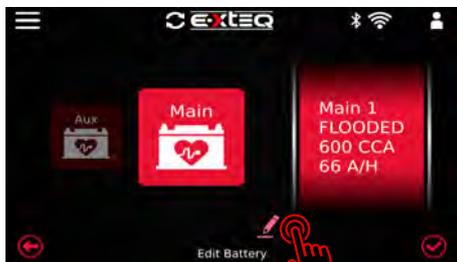
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VIN SCAN (PISTOL NOT CONNECTED) // // // // //

VEHICLE FOUND // // // // //

MULTIPLE CONFIGURATIONS FOUND // // // //

NO VEHICLE FOUND // // // // //



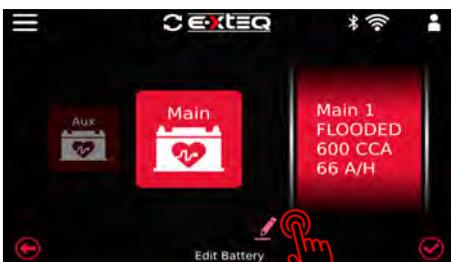
Confirm battery information.
If battery has been replaced, press edit icon and follow manual battery selection after



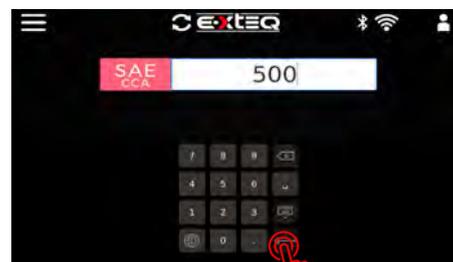
Select Main or AUX and confirm battery information



Select Battery CCA Standard



Edit battery information if battery has been replaced



Confirm CCA rating



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DIAGNOSTICS // // // // //



To run a diagnostic, select the first icon labeled "DIAGNOSTIC", then follow vehicle or manual battery selection (listed above)



Confirm temperature with pistol
****Note: If pistol is not connected, follow steps to enter temperature manually**



Warning screen to test battery on bare terminals



Test starting



Missing battery screen shows when the battery is not connected via clamps.



If pre-charge is needed, the tool will perform a pre-charge.



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DIAGNOSTICS // // // // //



Precharge in progress



If sulfation is detected the Maximus will try to recover the battery.



Chemical stabilization after pre-charge finishes.



If no pre-charge is needed, the Internal Resistance test will start at this step



Load Test in progress



Reserve Capacity test in progress (if needed).

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DIAGNOSTICS // // // // //



Charge Acceptance Test

END RESULTS // // // // //



Battery is good but needs recharge



Battery is bad



Battery is good



Terminated by User



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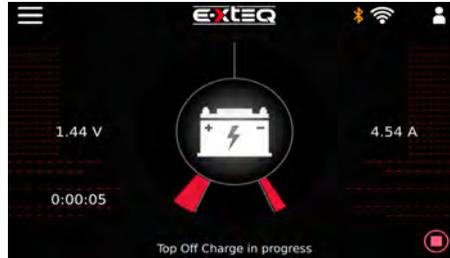
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TOP OFF CHARGE // // // // //

Note: Top Off Charge will get the battery to above 80% SOC and will keep it charged if need to step away.



Top off charge must be stopped manually. Top off charge will start after "needs recharge" or "good battery" if no interaction with tool



Top off charge is acceptable Test can be stopped manually



Battery is charged result

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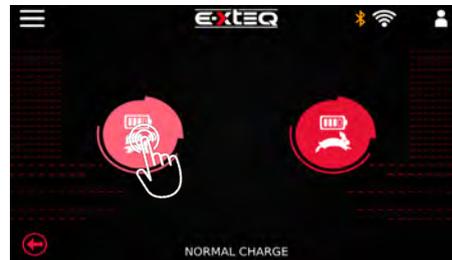
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Reserve Capacity Test & Results
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NORMAL CHARGE //////////////

Note: charge MUST be stopped MANUALLY



Normal charge icon
(current limited to 40A)
Follow vehicle or battery selection



Confirm battery with pistol if connected
****Note: If pistol is not connected, follow steps to enter temperature manually**



Internal Resistance test in progress



Charge in progress



Charge is acceptable



Battery is charged result

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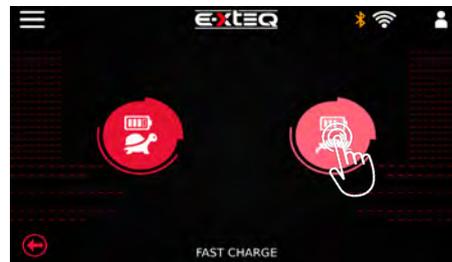
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FAST CHARGE // // // // //

Note: charge **MUST** be stopped **MANUALLY**



Fast charge icon
(current limited to 53A)
Follow vehicle or battery selection



Confirm battery with pistol if connected



Internal Resistance test in progress



Charge in progress



Charge is acceptable



Battery is charged result



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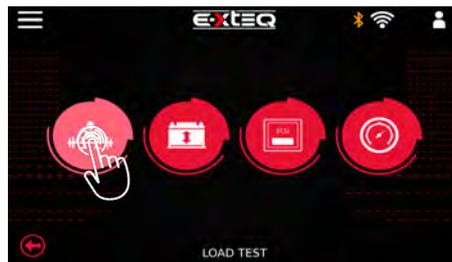
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ENHANCED DIAGNOSTIC MODE ICON //////////////



Enhanced Diagnostic Mode for manual individual tests

LOAD TEST //////////////



Load test icon selected, follow vehicle or battery selection



Internal Resistance test in progress



Load test in progress



End result

RESERVE CAPACITY TEST //////////////



Reserve Capacity icon selected, follow vehicle or battery selection



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RESERVE CAPACITY TEST // // // // //



Internal Resistance test in progress



Reserve Capacity in progress

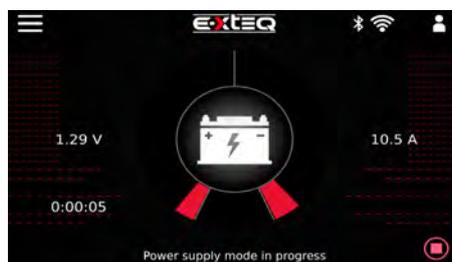


End result

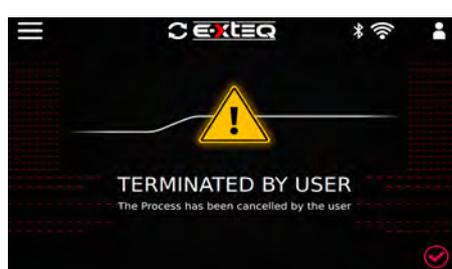
POWER SUPPLY MODE // // // // //



For vehicle ECU reflash
Power supply icon selected, follow
vehicle or battery selection



Power supply mode in progress



Terminated by user

Note: charge MUST be stopped MANUALLY



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POWER SUPPLY MODE // // // // //



Terminated by user end result

VOLTMETER // // // // //



Voltmeter icon selected



Voltmeter showing

JOB HISTORY // // // // //



History icon selected



Jobs on history icon



Job report



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SUPPORT INFORMATION //////////

North America:

E-XTEQ

Technical Support

1-877-453-3265

support.usa@e-xteq.com

www.e-xteq.com

EMEA:

E-XTEQ

Technical Support

+33 1 30 07 13 30

support.eu@e-xteq.com

www.e-xteq.com

Nothing contained in the user manual, or any other document shall be construed to create an express warranty of any kind with respect to the product. No agent, employee, dealer, representative or reseller is authorized to modify or extend this standard limited warranty or to make binding representations or claims, whether in advertising, presentations or otherwise, on behalf of E-XTEQ regarding the products or this standard limited warranty.

Severability

If any portion of this Standard Limited Warranty is held to be illegal or unenforceable, such partial illegality or unenforceability shall not affect the enforceability of the remainder of the Standard Limited Warranty. You may not reproduce any content in whole or in part without E-XTEQ's prior written approval, except for your own personal use.

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LIMITED WARRANTY //////////////

The MAXIMUS product is backed by a Limited 1-Year Warranty. The warranty covers manufacturer defects and workmanship. The warranty excludes misuse or abuse and normal wear and tear.

All accessories are backed by 1-Year Warranty for manufacturer defects only.

All accessories with a 1-Year Warranty are listed below. Please read "How to obtain warranty" instructions in order to receive the correct parts and prevent any charges.

ACCESSORIES:

AC Power Cord

Charge Cable with Clamps

Pistol

USB Cable

HOW TO OBTAIN WARRANTY //////////////

Warranty

For specific customers warranty questions, please contact us directly.

Limited Warranty

E-XTEQ LLC products are warranted to be free of defects in materials, manufacturing, and workmanship for a period of one (1) year from date of purchase. This limited warranty applies to E-XTEQ products only and does not cover any other equipment. This limited warranty DOES NOT COVER static damage, misuse or abuse, normal wear and tear, water damage, overvoltage damage, dropping the unit, causing damage to it. E-XTEQ is not responsible nor liable for any incidental or consequential damage and will be subject to warranty voidability.

The warranty is also void if the client or any person outside E-XTEQ members facilities tries to disassemble the unit or to modify any of the parts or the cable assembly.

CLIENT and the Client Parties further acknowledge and agree that the total liability for any loss, physical damage, or theft while at any location other than the certified E-XTEQ Repair Locations is subject to warranty void and falls on the client.

E-XTEQ shall not be liable for any delays or damages caused by forces outside their control such as work stoppages, weather, shipping delays, acts of terrorism, war, strikes, catastrophes, or acts of God. This Warranty and any dispute between the parties will be construed under the laws of the State of Michigan without regard to conflicts of laws principles.

*Before sending a unit back for repair, an RMA (Return Materials Authorization) number must be obtained by contacting E-XTEQ Technical Support (see last page for reference). E-XTEQ will ascertain if the unit needs to come in for repair or replacement. If the unit must be replaced, E-XTEQ will provide full instructions for the end user to receive the replacement parts in the shortest delay.

What is covered and for how long?

All accessories are backed by 1-Year Warranty for manufacturer defects only. All accessories with a 1-Year Warranty are listed below.

AC Power Cord

Charge Cable with Clamps

Pistol

USB Cable

Please read "How to obtain warranty" instructions to receive the correct parts and prevent any charges.

"E-XTEQ LLC" warrants to the original consumer purchaser that the product identified is free from defects in material and workmanship under normal use and service for the warranty period. This limited warranty does not extend to resellers, to used products that are resold. The warranty period commences upon the date of delivery to the original consumer purchaser and continuing for the following specified period after that date.



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What is not covered?

This Standard Limited Warranty is conditioned upon proper use of the product. This Standard Limited Warranty does not cover:

- Defects or damage caused by accident, misuse, abnormal use, abnormal conditions, improper storage, neglect, or unusual physical, electrical, or electromechanical stress.
- Defects or damage caused by exposure to liquid, moisture, dampness, weather conditions, sand, dust, or dirt that is inconsistent with the specifications and instructions applicable to the product according to the user manual and the applicable terms and conditions.
- Scratches, dents, and cosmetic damage.
- Defects or damage caused by pressing on a touch screen with excessive force or with an object for use on the product's touch screen.
- Equipment that has the serial number or the enhancement data code removed, defaced, damaged, altered, or made illegible.
- Ordinary wear and tear.
- Defects or damage caused using accessories, products, or ancillary/peripheral equipment not furnished or approved by E-XTEQ.
- Defects or damage caused by improper testing, operation, maintenance, software, installation, repair service or parts, or adjustment not furnished or approved by E-XTEQ.
- Defects or damage resulting from external causes such as collision with an object, fire, flooding, windstorm, lightning, earthquake, theft, acts of terrorism, war, strikes, catastrophes, improper use of any electrical source, or acts of God.

Warranty does not cover any product if:

- a. The use of a third-party which does not meet E-XTEQ specifications or has not been specifically approved.
- b. Tampering, as evidenced by, for example, a broken seal or seals.
- c. The product was subjected to external forces beyond normal use; or
- d. Product repair not furnished or approved by E-XTEQ.

If the product has any non-warranted damage, after-market modifications or out-of-specification, or non-approved parts that impair E-XTEQ's ability to evaluate whether damage or defects are covered by the warranty or E-XTEQ ability to make an in-warranty repair (e.g., a cracked screen that must first be removed), then E-XTEQ will notify you and you will have the following options:

- You may have E-XTEQ return the product to you at your cost and, at your option, resubmit the product for warranty evaluation of in-warranty repair after the impairing condition has been repaired, corrected, or reversed; or replaced.
 - You may have E-XTEQ repair, correct, or reverse the impairing condition at your cost, prior to E-XTEQ's provision of such warranty evaluation or in-warranty repair. E-XTEQ will not make any warranty determinations or repairs until the impairing condition has been repaired, corrected, or reversed.
- Under no circumstances will E-XTEQ be obligated to maintain, restore, or repair any after-market changes to the Product's hardware.



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What is E-XTEQ's obligations?

During the applicable warranty period, provided the Product is returned to E-XTEQ in accordance with the terms of this Standard Limited Warranty and exhibits an in-warranty defect, E-XTEQ will, at E-XTEQ's sole option, either repair the in-warranty defect without charge, subject to the conditions above or replace the product without charge. E-XTEQ may, at E-XTEQ's sole option, use rebuilt, reconditioned, or new parts or components when repairing any product, or may replace the product with a rebuilt, reconditioned, or new product. All repaired/replaced products will be covered by the terms of E-XTEQ Standard Limited Warranty for a period equal to the remainder of the original Standard Limited Warranty on the original product or for ninety (90) days, whichever is longer. All replaced products, parts, components, boards, and equipment shall become the property of E-XTEQ. Except to any extent required by applicable law, transfer or assignment of this Standard Limited Warranty is prohibited.

During the applicable warranty period, provided the product is returned in accordance with the terms of this Standard Limited Warranty, E-XTEQ will repair or replace the Product, at E-XTEQ's sole option, without charge. E-XTEQ will, at E-XTEQ's sole option, either repair the in-warranty defect without charge, subject to the conditions above or replace the product without charge. E-XTEQ may, at E-XTEQ's sole option, use rebuilt, reconditioned, or new parts or components when repairing any product, or may replace the product with a rebuilt, reconditioned, or new product.

What must you do to obtain warranty service?

To obtain service under this Standard Limited Warranty, you must call E-XTEQ Customer Support department, and provide the information needed by the support team. Once the information provided by the customer is confirmed, the support team will provide different service options.

Before sending a unit back for repair, an RMA (Return Materials Authorization) number must be obtained by E-XTEQ Technical Support. Devices/tools must be shipped for repair with the RMA number provided by E-XTEQ support team, or accompanied by, the sales receipt or comparable proof of purchase showing the original date of purchase by the original consumer purchaser, the serial number of the Product, and the seller's name and address.

If E-XTEQ determines that any Product is not covered by this Standard Limited Warranty, you must pay all parts, shipping, and labor charges for the repair or return of such Product.

What are the limits on E-XTEQ's liability?

This standard limited warranty sets out the full extent of E-XTEQ's responsibilities and the exclusive remedy regarding the products.

All implied warranties, including without limitation, implied warranties of merchantability and fitness for a particular purpose, are limited to the duration of this limited warranty. In no event shall E-XTEQ be liable for damages more than the purchase price of the product or for, without limitation, commercial loss of any sort; loss of use, time, reputation, opportunity, goodwill, profits or savings; inconvenience; loss, corruption, or disclosure of data or information that occurs during the warranty process; incidental, special, consequential or punitive damages; or damages arising from the use or inability to use the product. Some states and jurisdictions do not allow limitations on how long an implied warranty lasts, or the disclaimer or limitation of incidental or consequential damages, so the above limitations and disclaimers may not apply to you.

E-XTEQ makes no warranties or representations, express or implied, statutory or otherwise, as to the quality, capabilities, operations, performance or suitability of any third-party software or equipment used in conjunction with the product, or the ability to integrate any such software or equipment with the product, whether such third-party software or equipment is included with the product distributed by E-XTEQ or otherwise. Responsibility for the quality, capabilities, operations, performance, and suitability of any such third-party software or equipment rests solely with the user and the direct vendor, owner or supplier of such third-party software or equipment.



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What is E-XTEQ's obligations?

During the applicable warranty period, provided the Product is returned to E-XTEQ in accordance with the terms of this Standard Limited Warranty and exhibits an in-warranty defect, E-XTEQ will, at E-XTEQ's sole option, either repair the in-warranty defect without charge, subject to the conditions above or replace the product without charge. E-XTEQ may, at E-XTEQ's sole option, use rebuilt, reconditioned, or new parts or components when repairing any product, or may replace the product with a rebuilt, reconditioned, or new product. All repaired/replaced products will be covered by the terms of E-XTEQ Standard Limited Warranty for a period equal to the remainder of the original Standard Limited Warranty on the original product or for ninety (90) days, whichever is longer. All replaced products, parts, components, boards, and equipment shall become the property of E-XTEQ. Except to any extent required by applicable law, transfer or assignment of this Standard Limited Warranty is prohibited.

During the applicable warranty period, provided the product is returned in accordance with the terms of this Standard Limited Warranty, E-XTEQ will repair or replace the Product, at E-XTEQ's sole option, without charge. E-XTEQ will, at E-XTEQ's sole option, either repair the in-warranty defect without charge, subject to the conditions above or replace the product without charge. E-XTEQ may, at E-XTEQ's sole option, use rebuilt, reconditioned, or new parts or components when repairing any product, or may replace the product with a rebuilt, reconditioned, or new product.

What must you do to obtain warranty service?

To obtain service under this Standard Limited Warranty, you must call E-XTEQ Customer Support department, and provide the information needed by the support team. Once the information provided by the customer is confirmed, the support team will provide different service options.

Before sending a unit back for repair, an RMA (Return Materials Authorization) number must be obtained by E-XTEQ Technical Support. Devices/tools must be shipped for repair with the RMA number provided by E-XTEQ support team, or accompanied by, the sales receipt or comparable proof of purchase showing the original date of purchase by the original consumer purchaser, the serial number of the Product, and the seller's name and address.

If E-XTEQ determines that any Product is not covered by this Standard Limited Warranty, you must pay all parts, shipping, and labor charges for the repair or return of such Product.

What are the limits on E-XTEQ's liability?

This standard limited warranty sets out the full extent of E-XTEQ's responsibilities and the exclusive remedy regarding the products.

All implied warranties, including without limitation, implied warranties of merchantability and fitness for a particular purpose, are limited to the duration of this limited warranty. In no event shall E-XTEQ be liable for damages more than the purchase price of the product or for, without limitation, commercial loss of any sort; loss of use, time, reputation, opportunity, goodwill, profits or savings; inconvenience; loss, corruption, or disclosure of data or information that occurs during the warranty process; incidental, special, consequential or punitive damages; or damages arising from the use or inability to use the product. Some states and jurisdictions do not allow limitations on how long an implied warranty lasts, or the disclaimer or limitation of incidental or consequential damages, so the above limitations and disclaimers may not apply to you.

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