

PowerQuest PQ-2 / PQ-3 Performance Enhancer/Surge Protector

The Quest Group Product Limited 5-Year Warranty

The Quest Group warrants to the original purchaser of any The Quest Group PowerQuest Performance Enhancer/Surge Protector with a 5-year limited warranty for the product that the PowerQuest Performance Enhancer/Surge Protector shall be free of defects in design, assembly, material, or workmanship, and will repair or replace, at its option, any defective product free of charge. This 5-year limited warranty applies to the PowerQuest PQ-2 / PQ-3 devices only; no other PowerQuest devices are covered under this warranty.

The Quest Group Connected Equipment Protection Warranty

The Quest Group warrants to the original purchaser of any The Quest Group PowerQuest Performance Enhancer/Surge Protector connected equipment coverage for five (5) years from the date of purchase, up to \$1,000,000.00. The Quest Group will repair or replace, at its option, any equipment which is damaged by a transient voltage surge/spike or lightning strike, (an "Occurrence"), while properly connected through The Quest Group PowerQuest Performance Enhancer/Surge Protector to a properly wired AC power line with protective ground.

Equipment Warranties

The fair market value of the equipment shall be the current value of the equipment specified in the most recent edition of the Orion Blue Book by Orion Research Corporation. Subject to all terms and conditions contained here. This warranty in no way guarantees the recovery of lost data on your hard drive. The Quest Group reserves the right to review the damaged The Quest Group PowerQuest Performance Enhancer/Surge Protector, the damaged equipment, and the site where the damage occurred. All costs of shipping The Quest Group PowerQuest Performance Enhancer/Surge Protector and the damaged equipment to The Quest Group for inspection shall be borne solely by the purchaser.

The Quest Group reserves the right to negotiate the cost of repairs. If The Quest Group determines, in its sole discretion, that it is impractical to ship the damaged equipment to The Quest Group repair center, The Quest Group may designate, in its sole discretion, an equipment repair facility to inspect and estimate the cost to repair such equipment. The cost, if any, of shipping the equipment to and from such repair facility and of such estimate shall be borne solely by the purchaser. Damaged equipment must remain available for inspection until the claim is finalized.

Whenever claims are settled, The Quest Group reserves the right to be subrogated under any existing insurance policies the claimant may have. All above warranties are null and void if The Quest Group PowerQuest Performance Enhancer/Surge Protector in use during the Occurrence is not provided to MHHHC Enterprises, Inc. for inspection upon MHHHC Enterprises, Inc.'s request at the sole expense of the purchaser, MHHHC Enterprises, Inc. determines that The Quest Group PowerQuest Performance Enhancer/Surge Protector has been improperly installed, altered in any way or tampered with, MHHHC

Enterprises, Inc. determines that the damage did not result from the Occurrence or that no Occurrence in fact took place, the repair or replacement of the damaged equipment is covered under a manufacturer's warranty, or The Quest Group determines that the connected equipment was not used under normal operating conditions or in accordance with any labels or instructions.

All The Quest Group PowerQuest Performance Enhancer/Surge Protector devices must be plugged directly into the power source and must not be "daisy-chained" together in serial fashion with other power strips, UPS, other surge protectors or extension cords. A three-to-two prong adapter may not be used. Any such installation voids the warranty.

The Quest Group Connected Equipment Warranty only protects against damage to properly connected equipment where The Quest Group has determined, in its sole discretion, that the damage resulted from an Occurrence, and does not protect against acts of God (other than lightning, such as flood or earthquake), war, vandalism, theft, normal-use wear and tear, erosion, depletion, obsolescence, abuse, damage due to low-voltage disturbances (i.e. brown outs or sap), non-authorized program, or system equipment modification or alteration. The Quest Group Connected Equipment Warranty covers equipment damage incurred via surges on the AC line only; it *does not* protect against surges coming from signal lines, such as AV, Ethernet, cable, computer, and satellite connections.

Please note: This product is not for use with aquatic items like aquariums and other water product classes and or all other water-related products. Generators and sump pumps are excluded for use with this product. Use only indoors and in dry locations.

Warranty Registration

Please register your product here. <https://www.audioquest.com/page/aq-product-registration.html>

For Your Product Warranty Support

The Quest Group product support is available. Please contact MHC Enterprises, Inc.

For Your Connected Equipment Warranty Support

To file a claim against The Quest Group Connected Equipment Warranty, you must take the following steps: Contact MHC Enterprises, Inc. Administrator via phone at 1 (888) 609-2584 or write to us at:

1. MHC Enterprises, Inc., 400 Union Avenue SE, Suite 200, Olympia, WA 98501 or claims@mhhcco.com within fifteen (15) days of the occurrence.
2. Be prepared to provide the following information:
 - a. The part number of The Quest Group PowerQuest Performance Enhancer/Surge Protector.
 - b. The equipment that was connected to the PowerQuest Performance Enhancer/Surge Protector at the time of the Occurrence.
 - c. The equipment that was damaged during the occurrence and the extent of the damage.
 - d. The date of the Occurrence.
 - e. Where you purchased the PowerQuest Performance Enhancer/Surge Protector.
 - f. When you purchased the PowerQuest Performance Enhancer/Surge Protector.
 - g. Copy of original receipt.
 - h. The Quest Group Connected Equipment Warranty Team Member will then instruct you on how to forward your equipment, receipt, The Quest Group PowerQuest Performance Enhancer/Surge Protector in use during the "Occurrence" and how to proceed with your claim.

Please conveniently register The Quest Group PowerQuest Performance Enhancer/Surge Protector on-line on our website <http://www.powerquestwarranty.com>

Basic Installation Instructions For The Quest Group PowerQuest Performance Enhancer/Surge Protector Connections

The Quest Group PowerQuest Performance Enhancer/Surge Protector should only be plugged into a grounded outlet. All connected equipment should be plugged directly into The Quest Group PowerQuest Performance Enhancer/Surge Protector. Using any extension cord in conjunction with The Quest Group PowerQuest Performance Enhancer/Surge Protector will void all The Quest Group warranties associated with this product.

LED Indicator Lights

The "Protection On" light should be on when the power switch is turned on. If this light goes out at any time, please consult the PowerQuest's User Manual for a list of possible reasons and actions. One portion of the PowerQuest's non-sacrificial surge protection is dedicated to a fast-acting extreme voltage shutdown circuit. If more than 140VAC is present on the incoming AC line for more than a quarter of a second, the circuit will instantly open a high-current relay that will disengage the AC power from all of the PowerQuest's AC outlets, activating the red LED "Overvoltage Protection" warning indicator.

Once the event has passed, or the building wiring fault has been corrected, the circuit will automatically re-engage.

Disclaimer & Important Information

EXCEPT AS EXPRESSLY PROVIDED IN THIS POLICY, IN NO CASE SHALL THE QUEST GROUP BE LIABLE UNDER THE TERMS OF THIS POLICY FOR ANY DAMAGES WHATSOEVER, INCLUDING, BUT NOT LIMITED TO, DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR MULTIPLE DAMAGES ARISING OUT OF THE USE OF THE QUEST GROUP PRODUCT OR DAMAGE TO THE CONNECTED EQUIPMENT, REGARDLESS OF THE LEGAL THEORY ON WHICH SUCH CLAIM IS BASED, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. SUCH DAMAGES INCLUDE, BUT ARE NOT LIMITED TO, LOSS OF PROFITS, LOSS OF SAVINGS OR REVENUE, LOSS OF USE OF THE QUEST GROUP PRODUCT OR THE CONNECTED EQUIPMENT OR ANY ASSOCIATED EQUIPMENT, LOSS OF SOFTWARE, COST OF CAPITAL, COST OF ANY SUBSTITUTE EQUIPMENT, FACILITIES OR SERVICES, LABOR, DOWNTIME, THE CLAIMS OF THIRD PARTIES, INCLUDING CUSTOMERS, AND INJURY TO PROPERTY.

THE QUEST GROUP WARRANTS TO THE ORIGINAL CONSUMER THAT OUR PRODUCTS WILL BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP UNDER NORMAL USE FOR ITS LIFETIME, WHICH MEANS UNTIL THE SURGE PROTECTOR HAS EXCEEDED ITS CAPACITY TO PROTECT AGAINST SURGES AND SPIKES. THE "PROTECTION ON" INDICATOR LIGHT WILL NO LONGER BE LIT WHEN THIS CAPACITY IS EXCEEDED. WE MAKE NO OTHER WARRANTY, EXPRESS OR IMPLIED, AND ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WHICH EXCEEDS THE FOREGOING WARRANTY IS HEREBY DISCLAIMED.

YOU AGREE THAT THE QUEST GROUP'S MAXIMUM LIABILITY ARISING FROM ANY PRODUCT SOLD BY THE QUEST GROUP SHALL NOT EXCEED THE ORIGINAL PRICE OF SUCH PRODUCT.

THE LAWS OF THE STATE OF TEXAS, USA, GOVERN THIS WARRANTY. IF ANY PROVISION OF THIS LIMITED WARRANTY IS UNLAWFUL, VOID OR UNENFORCEABLE, THAT PROVISION SHALL BE DEEMED SEVERABLE AND SHALL NOT AFFECT ANY REMAINING PROVISIONS.

Limitations and Conditions

This warranty is subject to the following limitations and conditions:

The unit will not be covered under the warranty if:

- It has been altered or modified in any way.
- It has been damaged due to misuse, negligence, accident, or improper operation.
- It has been subjected to water damage, or extremes of humidity or temperature.
- It has been purchased from an unauthorized dealer, or unauthorized repair or service has been performed.

For repairs and returns:

- A request for a Return Merchandise Authorization (RMA) number must be made in writing or via phone to AudioQuest.
- A return address and phone number must be included.
- Returned product must be accompanied by the RMA number, a written description of the defect or issue, and a photocopy of the original purchase receipt.
- Customer is responsible for paying shipping charges to AudioQuest.
- If the product is found to be out of warranty, as in the conditions specified above, the customer will be given the option to pay for the repairs or replacement, or to have the unit returned to them.

Limited to original purchaser:

- This Warranty is for the sole benefit of the original purchaser of the DragonFly and shall not be transferred to a subsequent purchaser of the product.

Warrantor and Contact

Inquiries regarding the Limited Warranty, or a request for an RMA may be sent to the following address:

USA

AudioQuest
Attn: Customer Service
2621 White Rd
Irvine, CA 92614
United States
Email: rma@audioquest.com
Phone: (949) 790-6000

Netherlands, Germany, UK

AudioQuest
Attn: Customer Service Hoge Bergen 10
4704 RH Roosendaal
The Netherlands
Email: info@audioquest.nl
Phone: +31 165 54 1404

Warranty Outside the USA, Netherlands, Germany or the UK

AudioQuest has authorized distributors in many countries of the world. In each country, the authorized distributor or dealer thereof has accepted the responsibility for warranty of products sold in their respective countries. Warranty service should normally be obtained from the authorized distributor or dealer from whom you purchased your product. In the unlikely event of service required beyond the capability of the distributor, AudioQuest will fulfill the conditions of the warranty. Such product must be returned at the owner's expense to AudioQuest, together with a photocopy of the bill of sale for that product, a detailed description of the problem, and any information necessary for return shipment.

AudioQuest makes no other express warranty of any kind whatsoever. All implied warranties, including warranties of merchantability and fitness for a particular purpose, exceeding the specific provisions of this warranty are hereby disclaimed and excluded from this warranty.

No representative or other person is authorized to assume for AudioQuest any liability except as stated in this warranty.