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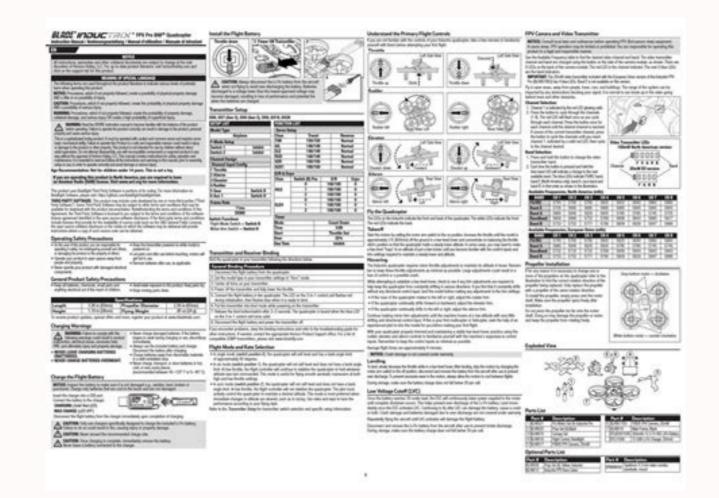
Horizon hobby instruction manuals

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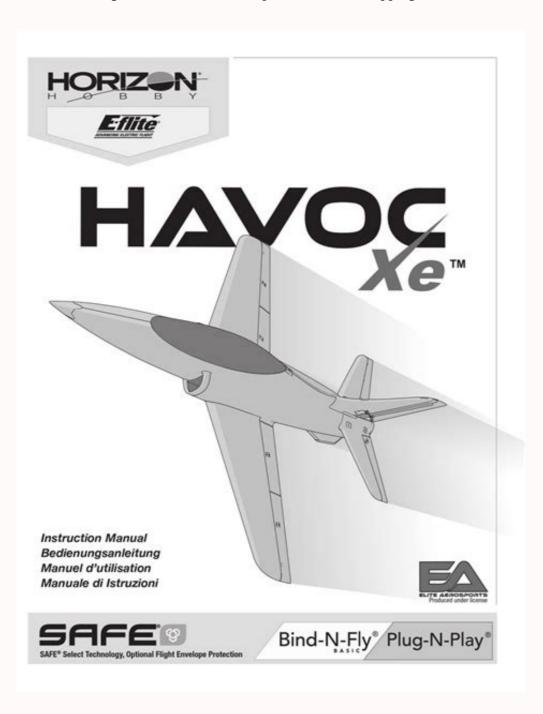
This web page also includes estimated service turnaround times as well as a link to check the status of your repair. If the replacement part we are sending you is on backorder, you can follow the status by periodically checking the product page. Unless the stock status reads "In Stock", then availability has not changed. Items that are discontinued are no longer in production. We apologize for the inconvenience. It may be worth checking a third-party online retailer or used hobby markets for these items. If you have any technical questions about your Horizon Hobby product, most of the answers you're looking for can be found in the 'Manuals & Support' tab of its horizonhobby.com product page. To find the page for your product, enter the product name or item number in the search field at the top of this page.



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A clear photo of your item showing any relevant details * please confirm your product is still under warranty before submitting a request. Warranty conditions can be found in the product manual included with your purchase or in the manuals section of the individual product page. When sending an item into our service center we ask that you: Complete a Service Request Form including a description of the issue Include a printed copy of the Service Request Form along with your item If the item is within the manufacturer's warranty period include a dated sales receipt (copies are acceptable) Follow this link and click on "Click Here to Ship Us Your Product for Repair". This web page also includes estimated service turnaround times as well as a link to check the status of your repair. If the replacement part we are sending you is on backorder, you can follow the status by periodically checking the product page. Unless the stock status reads "In Stock", then availability has not changed. Items that are discontinued are no longer in production. We apologize for the inconvenience. It may be worth checking a third-party online retailer or used hobby markets for these items. If you have any technical questions about your Horizon Hobby product, most of the answers you're looking for can be found in the 'Manuals & Support' tab of its horizonhobby.com product page. To find the page for your product, enter the product name or item number in the search field at the top of this page. On-Line Chat & Email Support Hours Monday through Friday 9am to 7pm CT Saturday 10am to 6pm CT Sunday 10am to 6pm Other Product Service (Non-Engine, Non-Radio) 5 Days *Turnaround time is initiated when the product is checked in by Horizon Hobby. The turnaround time provided is an estimate based on the incoming repair volume and is subject to change without notice. Horizon Hobby is responsible for the safe picking, packaging, and shipping of your merchandise to your delivery address. We are not responsible for damage or theft occurring once the package has been delivered. To sign up for notifications of package delivery, sign up for notifications of package delivery Manager: USPS Informed Delivery: Horizon Hobby, LLC (Horizon) services the following brands: ARRMA, Athearn, Axial, Blade, Dromida, Duratrax, Dynamite, E-flite, ECX, Great Planes, Hangar 9, HobbyZone, Losi, Onyx, ParkZone, Pro Boat, RealFlight, Revolution, Saito*, Spektrum, Tactic, Team Losi Racing, Trakpower, Trinity Racing, Tower, Top Flite, FMS*, Predator*, RocHobby*, OS Engines*, DLE*, Vaterra, and Zenoah*. *Restrictions: Products Purchased from HorizonHobby.com: Horizon provides service for proprietary and exclusive-brand products purchased from this website by consumers in the United States, please contact our product support staff before sending in any product for repair to ensure we are able to repair and send your product back to you. For products coming in from outside of the US that are cleared for service, the Customer is responsible for all brokerage fees, duties, and taxes associated with the service and shipment of the product. Products Purchased in the European Union or Horizon Hobby - China: Refer to your product manual for service contact information. Products Purchased from Retailers: Horizon provides service for proprietary and exclusive-brand products purchased from authorized Horizon dealers and to countries, Horizon offers international shipping, provided the product. Please see below for a complete list of these countries. For service and repair issues outside of these areas, please contact the retailer or store where your products purchased. Horizon will not repair any products purchased outside of these areas and will return the item to the sender at the sender Retailers in These Countries can be Serviced: Andorra Denmark Hong Kong Luxembourg Romania United Kingdom Argentina Dominican Republic Hungary Macao San Marino Venezuela Australia Ecuador India Mexico Singapore Austria El Salvador Indonesia Monaco Slovakia Belgium Estonia Ireland Netherlands Slovenia Bulgaria Finland Israel New Zealand Spain Canada France Italy Nicaragua South Korea Chile Germany Japan Panama Sweden China Greece Jersey Peru Switzerland Colombia Guatemala Latvia Philippines Taiwan Costa Rica Guernsey Liechtenstein Poland Thailand Czech Republic Honduras Lithuania Portugal Turkey All items should be packed to assure no damage is incurred during shipping. Please ensure all packages and avoid shipping methods or carriers that do not provide tracking. All merchandise is the responsibility of the shipper until it arrives to Horizon. Therefore, Horizon is not responsible for items lost or damaged in transit. Warranty only applies as described by the product manufacturer and on products accompanied by a dated proof of purchase. Warranty service or replacement decisions are at the sole discretion of Horizon. Warranties apply only to the original purchaser and are not transferable.

Collateral damage is NOT covered by the manufacturer's warranty.

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