

Service & warranty

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Investing in the Altion alternator regulator ensures long-lasting performance and reliable charging for your boat or RV's electrical system. To back your investment, Revatek offers a comprehensive warranty program and exceptional customer service to support you.

Warranty coverage details

Revatek warrants the original purchaser the product is free from any defects in material or workmanship for a period of two years from the original date of purchase. If any such defect is discovered within the warranty period, Revatek will repair or replace the product free of charge, subject to verification of the defect or malfunction upon delivery to Revatek. To return a defective product to Revatek, the customer pays shipping to Revatek. Revatek pays US ground shipping back to the customer. The customer pays for rush and/or international delivery if needed.

Defects or physical damage resulting from abuse, neglect, accident, improper repair, alteration, modification, or unreasonable use of the products are not covered under warranty. Returned products showing evidence of tampering and/or unapproved access to internal components will not be supported under warranty.

Revatek cannot warranty broken enclosures, parts damaged by excess heat, fire, water, freezing, collision, theft, explosion, rust, corrosion, damaged cables or wiring harnesses, or items damaged in shipment en route to Revatek for repair. Revatek assumes no responsibility for consequential damage or loss or expense arising from these products or any labor required for installation, service or repair.

Also include proof of date and place of purchase (photocopy of purchase invoice) or we cannot be responsible for repairs or replacement. In order to expedite warranty claims, Revatek requires that a Return Authorization Number be obtained prior to returning a defective product.

Service

If non-warranty factory service is required, contact Revatek at support@revatek.com. Customer is responsible for all non-warranty repair, replacement and transportation charges.

Customer support contact

Revatek will not replace, repair or be held responsible for any product sent without a return address and Return Authorization Number clearly contained within the package. To obtain a Return Authorization Number, contact support@revatek.com with the nature of the issue.

Our shipping address:

N92W17420 Appleton Ave Ste 103 PMB 2003
Menomonee Falls, WI 53051
USA