



## Ample Power Support

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### Free Support

Free support is available from Ample Power representatives and Ample Power users via searchable online forums. Other users may have already dealt with the issue you're experiencing.

See: Free Support Forums

### Paid Support

Direct email support for Ample Power products is free for the first 90 days after purchase. Beyond that date, there is an annual fee of \$250.00 for direct email support.

The support fee covers questions about Ample Power products, but not products from other manufacturers, such as batteries.

However, poor quality or worn out batteries will affect the performance of Ample Power regulators and chargers, so some discussions regarding the state of batteries are allowed.

Support is limited to email only. Before sending an email,

download and fill out the troubleshooting guide applicable to your product. See Troubleshooting Guides. Without this data, support can not offer any suggestions about the problem.

### Testing and Repair

Some products can be repaired, but that can only be determined after inspect and test. Inspection costs \$75.00. Repair is billed at time and material. Time to repair is billed at \$125.00 per hour.

Send products for repair to:

Ample Power Company, LLC.  
6315 Seaview Avenue, NW  
Seattle, WA 98107

Include name, address, purchase information and contact phone or email.