PRISMAL
BY ZENITH

Limited Warranty

PFX Pro Controller

Z-PP1 Series

Limited Warranty

Zenith Industries LLC ("Zenith") warrants to the original retail purchaser that Prismal products are free from defects in materials and workmanship under normal use and service for the warranty periods listed below.

Warranty Period

- **Prismal PFX Pro Controller:** One (3) year from the date shown on the original purchase receipt or invoice.
- **Other Components:** Including controller case, screwdriver, and connectors for one (1) year from the date shown on the original purchase receipt or invoice.

This warranty applies only to products purchased through Zenith or an authorized re-seller and is non-transferable. Proof of purchase is required for all warranty claims. Zenith reserves the right to deny warranty coverage if proof of purchase cannot be provided.

What Is Covered

This Limited Warranty covers defects in materials and workmanship that occur during normal, intended use of the product. If Zenith determines that a covered defect exists during the applicable warranty period, Zenith may, at its sole discretion:

- Repair the product;
- Replace the product with the same or a comparable product; or
- Refund the original purchase price.

Replacement products may be new or refurbished and are warranted only for the remainder of the original warranty period. Replacement LED strips or components may exhibit minor color or brightness differences from previously manufactured products due to manufacturing tolerances and ongoing product improvements.

What Is Not Covered

This Limited Warranty does not cover damage or failures resulting from:

- Improper installation or failure to follow installation instructions.
- Incorrect wiring, reverse polarity, short circuits, or improper grounding.
- Over-voltage, under-voltage, voltage spikes, jump-starting, welding on the vehicle, or electrical system faults.
- Water intrusion caused by improper installation, damaged seals, or misuse.
- Physical abuse, impact damage, accidents, neglect, misuse, or improper handling.
- Unauthorized repairs, modifications, disassembly, or alterations to the product.
- Cosmetic damage that does not affect product functionality, including scratches, dents, fading, discoloration, or normal wear and tear.
- Damage caused by chemicals, solvents, cleaners, pressure washing, road debris, corrosion, or environmental exposure beyond the product's intended use.
- Products used in competitive racing, timed events, or any off-road competition are not covered under this Limited Warranty.
- Products used in commercial use. Commercial use includes, but is not limited to, fleet vehicles, rental vehicles, ride-share vehicles, emergency vehicles, and vehicles used primarily for business purposes.
- Improper installation or removal of the product.
- Modified vehicle electrical systems, aftermarket power distribution equipment, improperly fused circuits, battery chargers, alternator failures, or installation on vehicles operating outside a nominal 12-volt DC electrical system unless expressly approved by Zenith.
- Products installed on vehicles that have been declared salvage, rebuilt, flood-damaged, or total-loss by an insurance carrier, unless otherwise approved in writing by Zenith.

Opening, modifying, or attempting to repair the Prismal PFX Pro Controller by anyone other than Zenith will void this warranty.

Installation Requirements

Prismal products must be installed according to all provided instructions and applicable vehicle wiring standards. Improper installation may result in product damage or vehicle damage and is not covered under this warranty. Zenith strongly recommends installation by a qualified automotive professional.

Proper installation instructions can be found on the Prismal website under the ‘Guides‘ page.

Warranty Claims

To submit a warranty claim, contact Zenith customer support with:

- Proof of purchase.
- Product serial number (if applicable).
- Description of the issue.
- Photos or videos demonstrating the problem when requested.

Customers are responsible for shipping products to Zenith unless otherwise instructed. Zenith will pay reasonable return shipping for approved warranty repairs or replacements within the United States.

Zenith reserves the right to inspect, test, or disassemble any product submitted for warranty evaluation to determine eligibility under this Limited Warranty. Warranty claims determined to be fraudulent, intentionally misleading, or involving altered or counterfeit products will be denied.

Shipping Damage

Products damaged during shipping must be reported to the carrier and Zenith within seven (7) days of delivery. Shipping damage is not considered a defect in materials or workmanship.

Return Condition

Products returned for warranty evaluation should be reasonably clean and free of contaminants that could pose a health or safety risk. Zenith reserves the right to refuse inspection of excessively contaminated products.

Limitation of Liability

To the maximum extent permitted by law, Zenith's liability under this Limited Warranty is limited exclusively to the repair, replacement, or refund of the defective product.

Zenith shall not be liable for any indirect, incidental, consequential, special, exemplary, or punitive damages, including but not limited to:

- Vehicle damage;
- Damage to other aftermarket or factory-installed equipment;
- Labor costs for installation or removal;
- Diagnostic charges;
- Towing expenses;
- Loss of vehicle use;
- Lost profits;
- Loss of time; or
- Any other economic loss arising from the use of the product.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

Software and Firmware

The Prismal PFX Pro Controller may receive firmware updates or software improvements.

Firmware updates are provided on an "as available" basis. Zenith does not guarantee future features, compatibility with third-party products, or continued support for specific software versions.

Software issues resulting from unauthorized modifications, unofficial firmware, or unsupported third-party applications are not covered under this Limited Warranty.

Zenith does not guarantee compatibility with future versions of Android, iOS, or third-party mobile devices. Software compatibility may change as operating systems evolve.

Exclusions for Consumables

Normal wear and consumable items, including adhesive backing, zip ties, mounting tape, wire loom, and other installation materials, are not covered under this Limited Warranty.

Disclaimer of Other Warranties

EXCEPT AS EXPRESSLY PROVIDED HEREIN, AND TO THE EXTENT PERMITTED BY APPLICABLE LAW, ZENITH DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

TO THE EXTENT AN IMPLIED WARRANTY CANNOT BE DISCLAIMED UNDER APPLICABLE LAW, ITS DURATION SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY.

Force Majeure

Zenith shall not be responsible for any delay or failure to perform warranty obligations resulting from causes beyond its reasonable control, including but not limited to natural disasters, acts of God, governmental actions, labor disputes, transportation delays, shortages of materials, supply chain disruptions, or other force majeure events.

State Law

This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

Contact Information

For warranty claims or technical support, contact:

Zenith Industries LLC

Email: support@gozenith.co
Website: https://gozenith.co
Product Website: https://getprismal.com