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## Victor SP – Support Request

### Warranty Policy

Cross The Road Electronics, LLC warrants our products to be free from defects in manufacturing, materials and workmanship for a period of 90 days from the date of purchase. This warranty covers normal use as described in the product manual and within the limits specified in any applicable data sheet(s). This warranty does not cover abuse, misuse, incorrect wiring, alterations, connector damage, or robot competition damage.

Please answer **ALL** of the questions below if requesting support and/or replacement:

1. Date of purchase or receipt of the Victor SP? \_\_\_\_\_
2. Which distributor did you receive the Victor SP from? \_\_\_\_\_
3. What is the Victor SP doing that does not meet your expectation? \_\_\_\_\_
4. Was power ever connected backwards to the Victor SP? **YES**      **NO**
5. Was power ever connected to the green and white motor output wires on the Victor SP? **YES**      **NO**
6. Has this Victor SP been isolated for testing and wired for correct operation following the checkpoints listed on page 5 (Applying Power for the First Time) in the Victor SP Quick Start Guide?      **YES**      **NO**
  - 6.1. **If NO – please stop here and do so before moving on. This step must be completed before supplying answers to the questions below.**
7. Refer to the LED Blink Codes in the Victor SP Quick Start Guide on page 7. With the Victor SP wired correctly, yet isolated for troubleshooting – which blink code is indicated? Indicate color and flashing pattern:  
\_\_\_\_\_
8. Please refer to the Troubleshooting section in the Victor SP Quick Start Guide pages 10 and 11. Which **Indication** referred to in this section most closely matches the issue you are seeing:  
\_\_\_\_\_
9. Were you able to replace the Victor SP with another known good Victor SP wired in the same configuration to resolve the issue?      **YES**      **NO**