

# What is the warranty on my Sentry 300 gate opener?

## Where do I register my Sentry 300 Warranty?

Register warranty online at [Sentry Warranty Registration](#).

Retain your sales receipt for proof of purchase and date purchased.

## What is the coverage of my Sentry 300 gate opener?

If your Sentry Gate Opener, also referred to as the “Product”, does not work properly due to a defect in materials or workmanship, USAutomatic will, for the length of 3 years, which begins on the date of the original purchase, at its option either:

- a. Repair your Product with new or refurbished parts.
- b. Replace it with a new or refurbished Product.

The repair or replacement of the Product will be made free of charge including parts, shop labor, and return to customer shipping and handling. In all cases, the decision to repair or replace will be made by USAutomatic. Included shop labor does not apply to removal or installation of the Product on purchaser’s home or premises. Product must be shipped, at purchaser’s expense, to USAutomatic during the applicable Warranty period. The Warranty excludes both parts and labor for batteries, and cosmetic parts such as product housing and paint finishes. The Warranty only applies to Products purchased in the United States and is extended only to the original purchaser of a new product that was not sold “as is”.

## What are the Sentry 300 warranty limits and exclusions?

This Limited Warranty ONLY COVERS failure due to defects in materials or workmanship, and DOES NOT COVER normal wear and tear or cosmetic damage, The Warranty ALSO DOES NOT COVER damages which occurred in shipment , or failures which are caused by products not supplied by USAutomatic, or failures which result from accidents, misuse, abuse, neglect, mishandling, misapplication, or alterations, faulty installation, connection to an improper power source, set-up adjustments, misadjustment of controls, improper maintenance, power line surges, damage from acts of God such as lightning, wind, fire, flood or insects, introduction of sand, humidity or liquids, commercial or rental use or service by anyone other than an Authorized Sentry Repair Center. THERE ARE NO EXPRESS WARRANTIES EXCEPT AS STATED UNDER “WARRANTY COVERAGE”. USAUTOMATIC IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THE PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY. (As examples, this excludes damages for lost time, lost calls or messages, cost of having someone remove or re-install Product or Product part, travel to and from an Authorized Sentry Repair Center, etc. The

examples listed are not an exhaustive or exclusive list, but are illustration only). ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE PERIOD OF THE WARRANTY. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

**⚠ PARTS AND SERVICES WHICH ARE NOT EXPRESSLY COVERED BY THIS WARRANTY ARE YOUR RESPONSIBILITY.**

## How do I get help with my Sentry 300 warranty?

For assistance in the continental U.S.A. in obtaining the benefit of the Warranty please carefully follow these steps:

1. Carefully complete all troubleshooting procedures in the [Sentry 300 Troubleshooting Guide](#).
2. If you are still unable to solve the problem, contact US Automatic customer service 1-866-711-0001. Please have the model and serial number of the Product available to give to the customer service representative. The customer service representative will provide further assistance or authorize repair or replacement, as appropriate.
3. If repair or replacement is appropriate, you will be given a return authorization number (RMA#). This RMA# must be visible on all documents and packages returned to US Automatic.
4. Carefully pack the defective Product or Product part in a sturdy shipping carton, include (1) a letter detailing the problem, (2) a daytime phone number where you can be reached, (3) your name and address for any return, (4) your sales receipt/proof of purchase, and (5) the RMA# on all correspondence and the shipping carton.
5. Prepay the freight and insure the defective Product or Product parts against shipping damage. Note that defective Products or Products parts shipped freight collect will not be accepted.
6. Ship your package to:  
US Automatic,LLC  
170 Valley Ridge Blvd  
Lewisville, Texas 75057

**ⓘ IF REPAIR OR REPLACEMENT IS NEEDED DURING THE WARRANTY PERIOD, THE PURCHASER WILL BE REQUIRED TO FURNISH A SALES RECEIPT/PROOF OF PURCHASE INDICATING DATE OF PURCHASE, AMOUNT PAID AND PLACE OF PURCHASE. THE PURCHASER WILL BE CHARGED FOR THE REPAIR OF ANY PRODUCT OR PRODUCT PART RECEIVED WITHOUT SUCH PROOF OF PURCHASE OR FOR REPAIRS REQUESTED OUTSIDE OF THE APPLICABLE WARRANTY PERIOD.**

## When should I register my Sentry 300 warranty?

**⚠ PRODUCT MUST BE REGISTERED WITHIN 30 DAYS OF PURCHASE TO BE COVERED.**