

Service & Warranty Information

How to Get Service Under the Terms of the Limited One-Year Warranty

When you suspect an item is defective, please check the operator's manual for standard operation and troubleshooting techniques that may correct the problem. Additional information may be found on the M.T.H. Website. Should you still require service, follow the instructions below to obtain warranty service.

First, e-mail, write, call or fax M.T.H. Electric Trains or a M.T.H. Authorized Service Center (ASC) in your area to obtain Repair Authorization. You can find the list of ASCs on the M.T.H. Website, www.mth-railking.com. Authorized Service Centers are required to make warranty repairs on items sold *only* from that store; all other repairs may-- or may not be done at the store's own discretion. If you did not purchase the item directly from the ASC, you will need to select a National Authorized Service Center (NASC) or contact M.T.H. Electric Trains directly. NASC Dealers are compensated by M.T.H. to perform warranty service for any customer whose repair qualifies for warranty service. A list of NASC retailers can be located on the M.T.H. Website or by calling 410-381-2580. Should the warranty no longer apply, you may choose either an ASC or NASC retailer to service your M.T.H. Product. A reasonable service fee will be charged.

CAUTION: Make sure the product is packed in its original factory packaging including its foam and plastic wrapping material to prevent damage to the merchandise. There is no need to return the entire set if only one of the components is in need of repair *unless otherwise instructed by the Service Center*. **The shipment must be prepaid and we recommend that it be insured. A cover letter including your name, address, daytime phone number, e-mail address (if available), Return Authorization number (if required by the service center, a copy of your sales receipt and a full description of the problem must be included to facilitate the repairs. Please include the description regardless of whether you discussed the problem with a service technician when contacting the Service Center for your Return Authorization.**

Please make sure you have followed the instructions carefully before returning any merchandise for service. Authorized M.T.H. Service Centers are independently owned and operated and are not agents or representatives of M.T.H. Electric Trains. M.T.H. assumes no responsibility, financial or otherwise, for material left in their possession, or work done, by privately owned M.T.H. Authorized Service Centers. If you need assistance at any time email MTH Service at service@mth-railking.com, or call 410 381-2580.

Limited One-Year Warranty

All M.T.H. products purchased from an Authorized M.T.H. Retailer are covered by this warranty. See our Website to identify an Authorized M.T.H. Retailer near you.

M.T.H. products are warranted for one year from the date of purchase against defects in material or workmanship, excluding wear items such as light bulbs, pick-up rollers, batteries, smoke unit wicks, and traction tires. We will replace or credit (at our option) any defective item with a manufactured suggested retail price of \$279.95 or less (excluding all motive power and electronic items), if the item is returned to an M.T.H. Authorized Service Center (ASC) or M.T.H. National Authorized Service Center (NASC) within one year of the original date of purchase. For any item with an MSRP greater than \$279.95 (including all motive power and electronics), We will repair, replace or credit (at our option) the defective item without charge for the parts or labor, if the item is returned to an M.T.H. Authorized Service Center (ASC) or M.T.H. National Authorized Service Center (NASC) within one year of the original date of purchase. This warranty does not cover damages caused by improper care, handling, or use. Transportation costs incurred by the customer to ship the product for warranty service are not covered under this warranty.

Items sent for repair must be accompanied by a return authorization number, a description of the problem, and a copy of the original sales receipt from an Authorized M.T.H. Retailer stating the date of purchase. If you are sending this product to an Authorized Service Center, contact that Center for their return authorization.

This warranty gives you specific legal rights, and you may have other rights that vary from state to state. Specific questions regarding the warranty may be forwarded to M.T.H. directly.

Service Department
M.T.H. Electric Trains
7020 Columbia Gateway Drive
Columbia MD 21046-1532
410-381-2580
service@mth-railking.com



Passenger Platform

The passenger platform adds a splash of life to your layout. Constructed from sturdy ABS plastic and brightly painted, the passenger platform is a perfect addition to any O-27 or O Gauge layout.

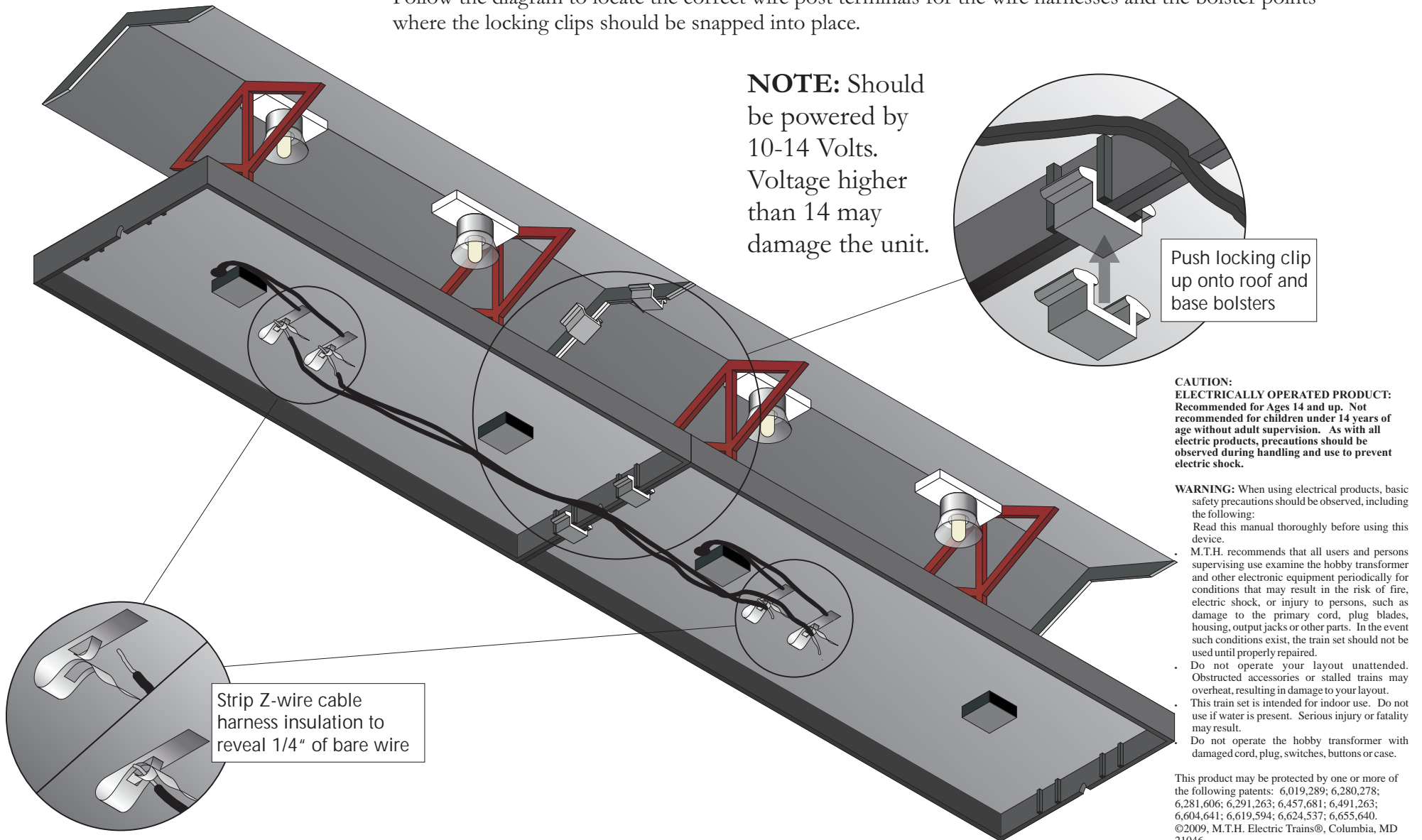
The passenger platform is pre assembled, so set up is quick and easy by following the setup diagram on the inside.

PLEASE READ BEFORE USE AND SAVE
www.mthtrains.com

Bottom View of Passenger Platform

The RailKing Passenger Platforms can be used alone, or combined with other passenger platforms (as seen below). Before the platform is placed on the layout, each platform (which contain pre-wired operating lamps) must be wired together and attached to one another.

In order to connect power to each platform, the (2) enclosed wires must be connected to the wiring posts located on the underside of each platform. Once the wires are attached to each platform, the (4) locking clips should be pressed and snapped onto the roof and base bolsters where the platforms' roofs and bases meet. Follow the diagram to locate the correct wire post terminals for the wire harnesses and the bolster points where the locking clips should be snapped into place.



NOTE: Should be powered by 10-14 Volts. Voltage higher than 14 may damage the unit.

Push locking clip up onto roof and base bolsters

Strip Z-wire cable harness insulation to reveal 1/4" of bare wire

CAUTION: ELECTRICALLY OPERATED PRODUCT: Recommended for Ages 14 and up. Not recommended for children under 14 years of age without adult supervision. As with all electric products, precautions should be observed during handling and use to prevent electric shock.

WARNING: When using electrical products, basic safety precautions should be observed, including the following:

- Read this manual thoroughly before using this device.
- M.T.H. recommends that all users and persons supervising use examine the hobby transformer and other electronic equipment periodically for conditions that may result in the risk of fire, electric shock, or injury to persons, such as damage to the primary cord, plug blades, housing, output jacks or other parts. In the event such conditions exist, the train set should not be used until properly repaired.
- Do not operate your layout unattended. Obstructed accessories or stalled trains may overheat, resulting in damage to your layout.
- This train set is intended for indoor use. Do not use if water is present. Serious injury or fatality may result.
- Do not operate the hobby transformer with damaged cord, plug, switches, buttons or case.

This product may be protected by one or more of the following patents: 6,019,289; 6,280,278; 6,281,606; 6,291,263; 6,457,681; 6,491,263; 6,604,641; 6,619,594; 6,624,537; 6,655,640.
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