

Metra Home Theater Group (Etherea & Helios) Warranty Information:

Skywalker will assist with MHT/ Ethereal and Helios warranty claims within 30 days of purchase by our customer. Beyond 30 days the defect and subsequent RMA process must be handled directly with the vendor. See warranty and contact info below.

Warranty Policy

The information provided below is general information. Specific warranty information can be found in the user manual and the MTH website. Or contact Metra Home Theater Group for specific warranty information.

Metra Home Theater Group will, at its option, repair, replace or allow credit on any part which, in Metra Home Theater Group's opinion, is found defective under normal use. Warranty void on items misused, altered in any way, tampered with or serviced by anyone other than Metra Home Theater Group. This warranty of merchantability of fitness neither assumes nor authorizes any other person to assume for it, any other liability in connection with its products. In no event shall Metra Home Theater Group be liable for any incidental or consequential damages, or do we assume any other liability except provided herein.

Helios products have a 3 year warranty with specified exclusions. (see users manual). Both the warranty on the surge protector and the connected equipment requires the purchaser to register the surge protector with Helios as set forth in the user manual.

Process for obtaining RMA

Call or email support using the info supplied below to request a RMA. You will need:

- Proof of purchase(date and where the item was purchased)
- Description of problem.

Contact Information

Metra Home Theater Group
460 Walker Street
Holly Hill, FL 32117-2699
Support Phone Number: 386-492-8584
Email: htsupport@metraav.com

