Warranty Terms and Conditions

Binocular Warranty Coverage, Scope Warranty Coverage, Binocular Model-Year Identification, and Non-Warranty Service Pricing

IMPORTANT WARRANTY DETERMINATION

Warranty coverage is based on the warranty applicable to the specific product model when originally sold. Manufacturing year alone does not establish coverage. Verify the model, serial number, manufacturing year, and original warranty terms before approving or denying a claim.

1. Products Manufactured Prior to 2014

Products manufactured prior to 2014 are covered by the limited warranty in effect when the product was originally sold. The warranty published in the product user manual at the time of purchase should be used to determine the applicable warranty period.

Depending on the product model and year, the original limited warranty may have been 5, 10, or 30 years.

- 30-year warranty: Some products originally sold with a 30-year warranty may still be within the applicable warranty period. Coverage must be verified using the product model, serial number, manufacturing year, and original warranty terms.
- 10-year warranty: Products originally covered by a 10-year warranty are now outside the applicable warranty period.
- 5-year warranty: Certain products originally carried a 5-year warranty that was later extended to 10 years. Those products are now outside the applicable warranty period.

Coverage reminder

Do not determine warranty coverage solely from the age of the binocular. A product manufactured before 2014 may still qualify when the original product carried a 30-year warranty and that warranty period has not expired.

What Warranty Did My Binoculars Have?

2. How to Identify the Model Year

To determine the model year of the binocular, first locate the serial number. Serial-number placement varies by binocular design.

PORRO PRISM OR AUTO FOCUS MODELS

Examples: Night Hunter, Military, Commander, and Marine

Serial-number location



The serial number is located on the face of the center hinge pin between the two objective barrels. The marking may be small and may require close inspection.

Inspect the circular face between the objective barrels.

ROOF PRISM OR CENTER FOCUS MODELS

Examples: Merlin, Wildlife, Peregrine, and some Predator models

Serial-number location



The serial number is located on the belly side of the binocular on the center hinge pin.

Once You Have Located the Serial Number

10-Digit Serial Numbers

Use the 1st and 3rd digits to identify the year of manufacture. If all 10 digits appear in one row, use the same 1st-and-3rd-digit method.

Serial number	Year of manufacture
9042500136	1994
0266519742	2006

5- and 7-Digit Serial Numbers

Use the 1st and 2nd digits to identify the year of manufacture.

Serial number	Year of manufacture
86915	1986
0021433	2000

Next step

After identifying the manufacturing year, identify the specific model and verify the limited warranty published for that product. The serial-number date does not replace model-specific warranty verification.

3. Out-of-Warranty Evaluation Fees

A general evaluation fee applies when the product is outside the applicable warranty period. The fee is based on the binocular objective-lens size.

Product	Evaluation fee
Binoculars with objective lenses 42 mm or smaller	$100.00
Binoculars with objective lenses larger than 42 mm	$185.00

The evaluation fee covers the inspection and diagnosis of your product. **Additional repair charges may apply** based on the technician's findings, the condition of the product, required replacement parts, and parts availability.

If the product is determined to be **non-repairable**, the evaluation fee will be **applied toward the purchase of a replacement product**. Additional upgrade charges may apply depending on the replacement product selected and its current cost.

4. Items Not Covered Under the 10-Year or 30-Year Warranty

Compass assemblies, eyecups, and armor are not covered under the historical 10-year or 30-year warranty. The following set prices apply unless revised after inspection:

Item	Set price
Compass	$145.00
Eyecups, pair	$35.00
Armor	$70.00

5. Illumination Warranty

Illumination systems are covered under a 3-year illumination warranty, including applicable Heritage Warranty coverage. After the 3-year illumination warranty expires, illumination-related inspection, parts, and service may be subject to non-warranty charges.

6. Non-Heritage Warranty Products

Steiner scopes manufactured prior to 2014 are no longer under warranty. Replacement parts are no longer available, so these products cannot be repaired.

Examples include: VZF, Fero Z24, Penetrator, and ZF models.

TECHNICAL SUPPORT AND CLARIFICATION

Please contact Steiner Technical Support with questions regarding warranty status, model identification, or available service options.

Email: SteinerCustomerService@burrisoptics.com

Phone: 1-888-550-6255

7. Service and Pricing Disclaimer

FINAL PRICING REQUIRES INSPECTION

All non-warranty pricing is subject to change based on technician evaluation, product condition, the extent of required service, and parts availability. Final pricing and available service options will be confirmed after inspection. Customer approval must be obtained before billable repairs are completed.

8. Warranty Verification Process

1. Locate and record the complete serial number.
2. Determine the manufacturing year using the applicable serial number format.
3. Identify the exact product model.
4. Confirm the warranty published in the original product user manual or approved historical warranty records.
5. Determine whether the applicable warranty period remains active.
6. If the warranty has expired or the item is excluded, communicate the applicable evaluation fee or set price, subject to inspection.

9. Sentimental Products

1. Products returned for service that are determined to be out of warranty and are not repairable are generally scrapped to prevent the product from being submitted again for future warranty consideration.
2. Customers who wish to retain a product for sentimental or personal reasons must request its return before the product is scrapped. If a replacement discount has been offered or applied, the original product will be permanently marked **“NO WARRANTY”** before being returned to the customer. This marking identifies the product as having already received a replacement accommodation and prevents it from being submitted for the same warranty benefit or discount in the future.