

## 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](http://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](mailto:service@mth-railking.com), or call 410 381-2580.

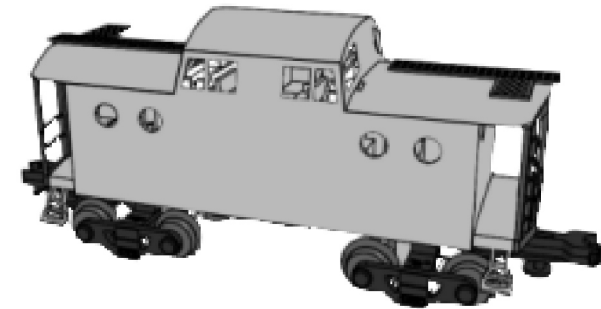
### Limited One-Year Warranty

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](mailto:service@mth-railking.com)



## N5c Caboose

The RailKing N-5c Caboose offers a new level of excitement and realism for your O or O-27 Gauge model railroad. Constructed from sturdy ABS plastic, the N-5c Caboose was created from quality components and has been designed for years of operation.

The RailKing N-5c Caboose comes fully assembled, decorated and ready for use right out of the box. The N-5c Caboose features an illuminated interior controlled from track power. Use and operation is made easy by following the instructions on the following pages.

PLEASE READ BEFORE USE AND SAVE  
[www.mthtrains.com](http://www.mthtrains.com)

# INSTRUCTIONS

To replace the interior light bulbs, follow these steps. **STEP 1** To remove the shell from chassis remove the two screws located underneath the trucks. **STEP 2** With the two screws removed, lower the chassis from the shell, take care not to pull the wires out. Then remove the Four Interior Mounting Screws. **STEP 3** To be able to separate the interior from the shell you need to remove the step platform from both ends. In order to do this you need to loosen the end frames from the step platform. You must do this carefully so that you don't break them. Grasp the end frame by the bottom and pivot outwards 5°. You can then remove the step platforms. **STEP 4** With the step platforms removed you can then lower the interior down from the shell. **STEP 5** You can now replace the bulbs by pushing the socket up from the bulb holder and pull the bulb from its socket. Replace with a new one, and reverse the steps to reassemble the caboose.

