



Effective 1-1-2026

Limited Warranty

Bowser Mfg Co Inc warrants Bowser brand products (Bowser Executive, English's Model Railroad Supply, Cal Scale) from defects in material and workmanship for one (1) year from original purchase date when purchased either directly from Bowser or an approved Bowser dealership.

Be sure to keep your original purchase receipt.

Returned products must include a legible copy of original purchase receipt from an authorized Bowser dealer showing the purchase date within one year of return date must be provided with return to qualify for any warranty coverage.

Physical damage and missing parts must be reported within 30 days of original purchase.

Decoders provided in Factory equipped Digital Command Control (DCC) Sound (Snd) Locomotives are warranted for a maximum 2 years from date of original purchase. Warranty covers return of decoder only return for exchange. Decoder warranty does not cover incorrect installation, modification, or misuse by consumer or user. User provided and installed DCC/Sound decoders and speakers, using brands not provided by Bowser Mfg, are not warranted by Bowser.

Please note that the electronics hardware and programming used in Bowser products are designed specifically by Bowser to work with ESU decoders. While other brands of decoders may be used with Bowser brand locomotives, **using such decoders may present a loss of functions or separate control of various functions.**

Please test your Bowser DCC-Sound Equipped Locomotive on a test / program track on factory settings to make sure everything works and operates correctly before making any programming changes.

Recommended – Preferred DCC system brands include; ESU, NCE, newer versions of Digitrax.

Not Recommended DCC Systems include; MRC, Bachmann, JMRI, TCS or any other basic minimum power packs.

If you purchased a DCC-ready unit with plans to install your own decoder, test the unit on a DC test track to ensure proper functions before you begin the installation of your decoder.

Do not use cheaper train-settype controllers with any of your modern locomotives. Several models of these controllers are notorious for voltage spikes and they WILL destroy your locomotive. There is no if about it. We will try to help you if we have the parts, but we are not responsible for locomotive damage due to voltage spikes from your power supply. As well, we will not repair any locomotive damaged by any train-set type DC Otherwise the damage will likely reoccur. Train-settype DC controllers should not be used with any modern model locomotives.

Do not run DCC Sound Decoder equipped locomotives on DC controlled layouts. Decoder equipped units require different power input than DC only units. Damage to your locomotives circuit boards and decoders will occur. Running DCC controlled units on DC powered layout will void your warranty.

This limited warranty does not include damages sustained or caused by improper use, improper storage, handling, or improper and poor packaging.

This warranty does not cover items purchased secondhand or from online auction websites.

Warranty or repair return instructions:

If the product fails during the warranty period, carefully return the product to its original packaging and use all factory supplied packing materials and hardware to secure item to or in the factory packaging. Be sure to include your copy of the original purchase receipt, our returns form found on our web page with your return address, contact information and an explanation of what issues the item has. When returning items insurance is recommended as Bowser will not be held liable for items lost by parcel shipping companies.

Items no longer cover by warranty may still be returned for repair with prior authorization. Repairs for non warranty items will be limited to mechanical and chassis issues and are subject to parts availability. Non warranty repair customers are responsible for labor and parts. We will not make any cosmetic or missing detail part repairs beyond our warranty period.

All returns must be accompanied with a returns form containing name, contact information, return address and item being returned as well as a statement outlining the reason(s) for return.