



PepperBall®

VKS™ VK-SBL™

VKS PRO™ | VKS PRO PLUS™ | VKS PHANTOM™
VK-SBL PRO™ | VK-SBL PRO PLUS™

User Manual





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VKS™/VK-SBL™

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Visit PepperBall® University for technical videos.

WARNING

THIS LAUNCHER IS NOT A TOY AND IS INTENDED FOR USE BY LAW ENFORCEMENT, MILITARY, CORRECTIONAL OFFICERS, PRIVATE SECURITY GUARDS, BAIL ENFORCEMENT AGENTS AND OTHER AUTHORIZED PERSONNEL. THIS PRODUCT LAUNCHES PROJECTILES FROM THE BARREL. MISUSE MAY CAUSE SERIOUS INJURY OR DEATH. ALWAYS MAKE SURE THAT THE TRIGGER SAFETY IS IN THE "SAFE MODE," EXCEPT WHEN THE LAUNCHER IS IN USE. SEE ADDITIONAL SAFETY GUIDELINES AND USER INSTRUCTIONS IN THIS MANUAL.

WARNINGS & SAFETY

Congratulations on your purchase of the PepperBall® VKS™/VK-SBL™ Launcher.

This launcher has been designed and manufactured by United Tactical Systems, LLC (UTS) to be reliable, accurate and durable. When properly handled, the VKS/VK-SBL will give many years of dependable service. Please take the time to read through this manual and become familiar with the VKS/VK-SBL parts, operation, maintenance, and safety precautions before you attempt to load or fire this launcher. This manual is a supplement to the recommended PepperBall training and should be used as a reference when performing maintenance or re-qualification.

By purchasing this launcher, you and your agency assume total responsibility for its safe and lawful use. You must observe the same safety precautions as you would with any firearm to ensure the safety of not only yourself, but everyone around you. The operator should use caution at all times when maintaining and firing this launcher.

LIMITATIONS AND USAGE

There are some state or local limitations on purchase, possession, and use of the VKS/VK-SBL. Verify local legal requirements in your state and city to ensure possession and use are proper. The user assumes the liability from unsafe or improper use or any action which constitutes a violation of any applicable law or regulation.

The VKS/VK-SBL may be prohibited from certain premises, including government buildings, airports, courthouses, schools, or other public spaces. Possessing a VKS/VK-SBL in a prohibited area may subject user to criminal liability.

WARNING: If misused, this PepperBall launcher is a dangerous weapon.

The user assumes all liability from unsafe handling or any action that constitutes a violation of any applicable laws or regulations. UTS shall not be liable for personal injury, loss of property, or loss of life resulting from the use of this weapon under any circumstances, including any intentional, reckless, negligent, or accidental discharges. By using this PepperBall launcher, you release UTS of any and all liability associated with its use.

All information in this manual is subject to change without notice. Please refer to www.pepperball.com for the most up-to-date information about the use of this product. UTS reserves the right to make changes and improvements to products without incurring any obligation to incorporate such improvements in products previously sold.

IF YOU DO NOT ACCEPT LIABILITY, DO NOT USE THIS OR ANY PEPPERBALL LAUNCHER.

WARNING: This product contains chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

SAFETY IS YOUR RESPONSIBILITY!

The following safety information contains important warnings related to the proper use of the launcher, projectiles, and gas canisters. Do not load, discharge, or otherwise use this launcher until you have completely read this manual and/or have completed training and are familiar with its safety features, mechanical operation, and handling characteristics.



SAFETY

LAUNCHERS

WARNING: CONTENTS ARE DANGEROUS — USE WITH CARE. PURCHASE AND USE OF PEPPERBALL LAUNCHERS AND PROJECTILES ARE LIMITED TO INDIVIDUALS WHO ARE AT LEAST 18 YEARS OLD. KEEP ALL PEPPERBALL PROJECTILES AND LAUNCHERS OUT OF THE SIGHT AND REACH OF CHILDREN.

- **DANGER:** Never aim or shoot at the head, face, eyes, ears, throat, groin or spine. Impact in these areas could result in unintended severe or permanent injury or death.
- **DANGER:** ALWAYS KEEP THE LAUNCHER POINTED IN A SAFE DIRECTION. Never look down the barrel of the launcher. Accidental discharge into the eyes may cause permanent injury or death.
- Handle this launcher as if it were loaded at all times.
- Keep your finger off the trigger until ready to fire.
- Keep this launcher on “Safe Mode” until ready to fire. Store in a safe and secure location when not in use.
- Never point or discharge your launcher at anything you do not intend to shoot.
- Never discharge your launcher at the personal property of others.
- Do not disassemble this launcher while it is pressurized or attempt to pressurize while it is disassembled.
- Keep exposed skin away from any escaping gas when in use and when installing or removing air supply.
- Use only PepperBall® authorized projectiles in this launcher. The use of any unauthorized projectiles in this launcher will void all warranties.
- Any modifications to the launcher are prohibited, except with United Tactical manufactured accessories and in accordance with United Tactical instructions. Unauthorized modifications will void all warranties.
- Increasing the velocity of this product increases the risk of death or injury.

HIGH PRESSURE SYSTEMS

WARNING—CONTENTS UNDER PRESSURE

Do not puncture or incinerate container. Do not expose to heat or store at temperatures above 120°F. Keep out of the reach of children.

SAFETY

PROJECTILES

Read projectile label carefully before opening container or using any of its contents. Opening container indicates user has carefully read label in its entirety and accepts its provisions as the terms and conditions under which this product is furnished.

Handle PepperBall® projectiles with care and follow proper cleanup procedure. PepperBall projectiles cause skin irritation, serious eye irritation, and may cause serious respiratory irritation. Exposure may result in copious tears, temporary blindness, burning sensation, and difficulty breathing. The projectile should never be ingested.

- In case of accidental exposure, exit the exposure area. Remove contact lenses and contaminated clothing. Flush eyes and affected areas with cool water. Do not rub or use creams, salves, lotions or oils which can trap irritant on the skin. Discard contact lenses and wash exposed clothing before reuse. If exposure or ingestion occurs, get medical advice/attention.
- Keep all PepperBall projectiles out of the reach of children. Store in a secure location with temperatures not to exceed 150° F or below -30° F. PepperBall projectiles have a shelf life of 3 years from opening or 5 years from date of purchase and should be safely disposed of after this period.

EXPOSURE:

Eye Contact: Flush eyes and other contaminated areas IMMEDIATELY with large amounts of cool water, and expose to fresh air. Contact lenses should be removed by subject or qualified medical personnel and must be discarded.

Skin Contact: Wash skin with soap and water to prevent further exposure. Flush skin with large amounts of cool water to minimize irritant effect. Wash contaminated clothing before reuse. DO NOT rub contaminated areas or apply creams, salves, oils, lotions, or burn cream, which can trap irritant on the skin.

Inhalation: If breathing is difficult, administer oxygen. If high concentrations are inhaled, immediately remove subject to fresh air. Keep person calm. If not breathing, begin artificial respiration. If breathing difficulty persists, seek medical attention.

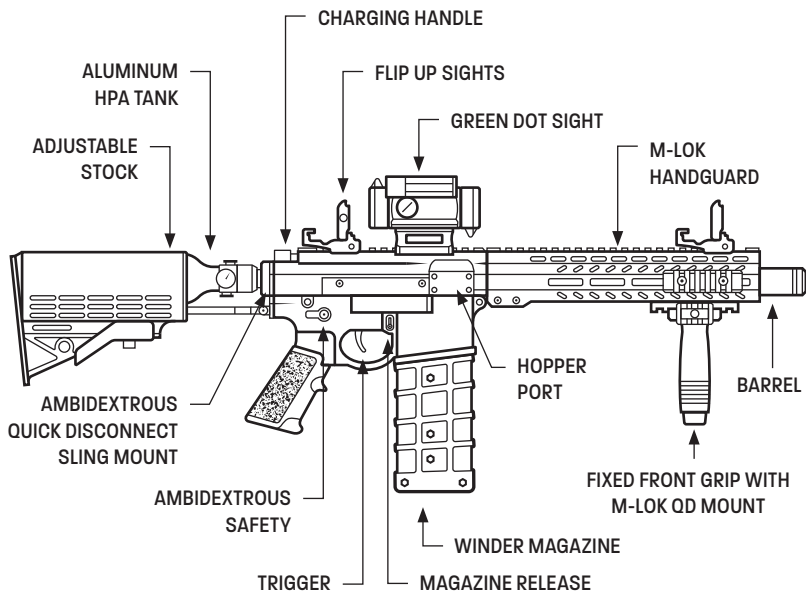
Ingestion: Although ingestion is unlikely and not considered a potential route of exposure, individual should be treated as having an acute non-specific airway reaction by an appropriate specialist. Do not induce vomiting.

To obtain the latest Safety Data Sheets (SDS) for PepperBall projectiles, contact PepperBall Customer Service: service@pepperball.com | 888-874-3491.



OPERATIONAL INSTRUCTIONS

VKS PRO™ OVERVIEW

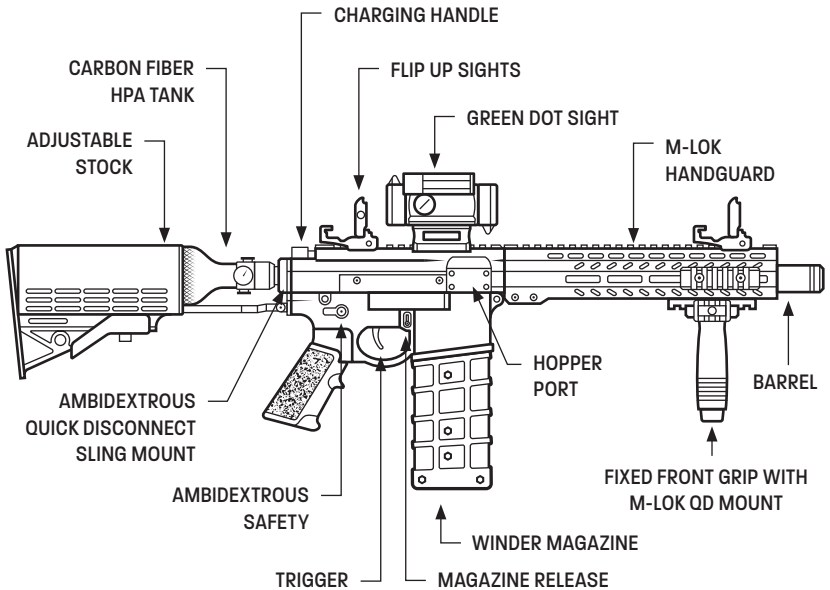


VKS PRO™ SPECIFICATIONS

SIZE: 31" L x 13" H	WEIGHT: 6 lb	BARREL: 14 7/8"	CALIBER: .68	ACTION: SEMI-AUTO
CAPACITY: 15/160 ROUNDS	POWER: HPA/88 g CO ₂	ROUND DISTANCE: 60'	VXR DISTANCE: 150'	

OPERATIONAL INSTRUCTIONS

VKS PRO PLUS™ OVERVIEW



VKS PRO PLUS™ SPECIFICATIONS

SIZE: 31" L x 13" H	WEIGHT: 5.3 lb	BARREL: 14 7/8"	CALIBER: .68	ACTION: SEMI-AUTO
CAPACITY: 15/160 ROUNDS	POWER: HPA/88 g CO ₂	ROUND DISTANCE: 60'	VXR DISTANCE: 150'	



OPERATIONAL INSTRUCTIONS

VKS PHANTOM™ OVERVIEW

AIR SOURCES

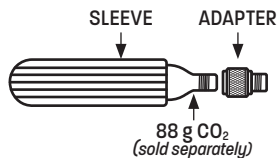
OPTION 1

HPA TANK



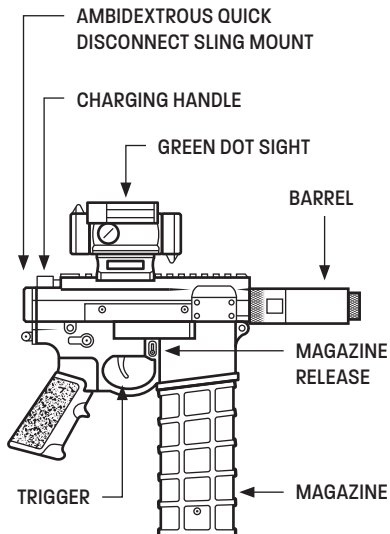
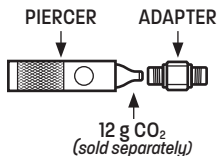
OPTION 2

88 g CO₂



OPTION 3

12 g CO₂

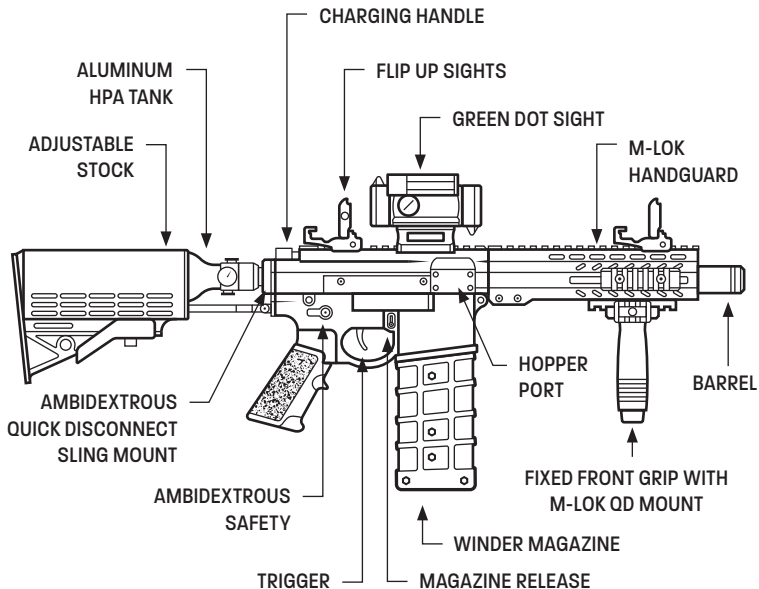


VKS PHANTOM™ SPECIFICATIONS

SIZE: 21" L x 10" H	WEIGHT: 4.9 lb	BARREL: 6"	CALIBER: .68	ACTION: SEMI-AUTO
CAPACITY: 10 ROUNDS	POWER: HPA/88 g & 12 g CO ₂	ROUND DISTANCE: 60'	VXR DISTANCE: 150'	

OPERATIONAL INSTRUCTIONS

VK-SBL PRO™ OVERVIEW



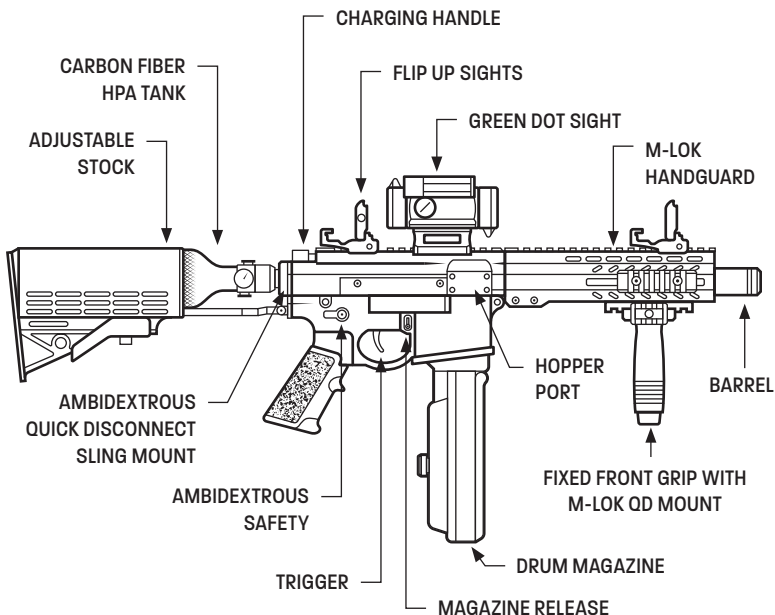
VK-SBL PRO™ SPECIFICATIONS

SIZE: 26" L x 13" H	WEIGHT: 5.3 lb	BARREL: 10"	CALIBER: .68	ACTION: SEMI-AUTO
CAPACITY: 15/160 ROUNDS	POWER: HPA/88 g CO ₂	ROUND DISTANCE: 60'	VXR DISTANCE: 150'	



OPERATIONAL INSTRUCTIONS

VK-SBL PRO PLUS™ OVERVIEW



VK-SBL PRO PLUS™ SPECIFICATIONS

SIZE: 26" L x 13" H	WEIGHT: 5.3 lb	BARREL: 10"	CALIBER: .68	ACTION: SEMI-AUTO
CAPACITY: 15–160 ROUNDS	POWER: HPA/88 g CO ₂	ROUND DISTANCE: 60'	VXR DISTANCE: 150'	

OPERATIONAL INSTRUCTIONS

M-LOK HANDGUARD SYSTEM

1. Compatible with all M-LOK standard accessories.
2. Due to thicker barrel, use included fasteners to utilize aftermarket M-LOK accessories.

NOTE: The VKS Phantom™ does not have an M-LOK handguard.

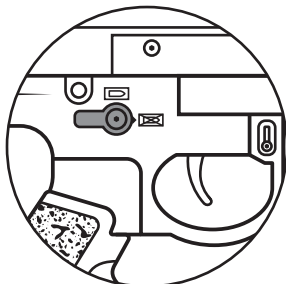
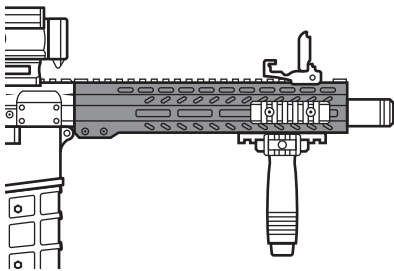
SAFETY OPERATION

The VKS/VK-SBL™ ambidextrous safety is located on the lower left hand side of the launcher just above the grip. It operates much like most other launchers and firearms.

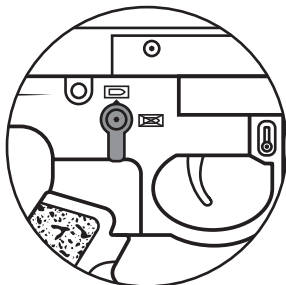
The ambidextrous safety has two positions:

- Safe
- Fire

Place the VKS/VK-SBL in safe position.



SAFE



FIRE

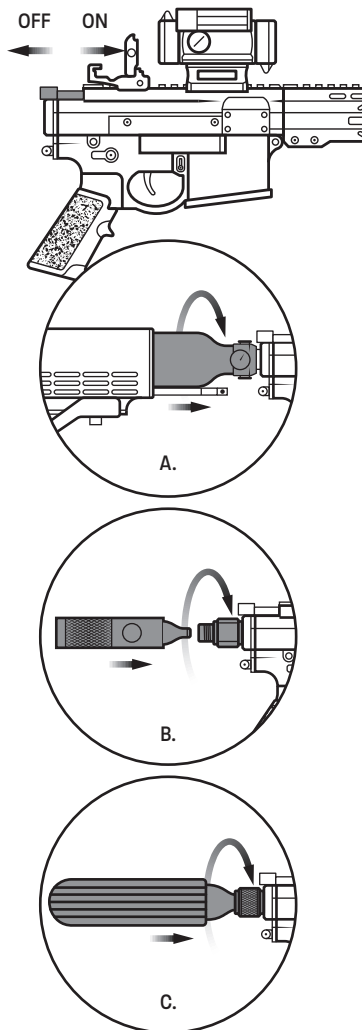


OPERATIONAL INSTRUCTIONS

INSTALLING THE AIR SOURCE

1. Pull the charging handle valve to the "OFF" position.
2. Next, screw the selected air source into the launcher:
 - A. HPA Tank:** Screw the tank into the rear of the launcher and reinstall the adjustable stock.
 - B. 12 g CO₂:** The VKS PHANTOM™ includes a 12 g CO₂ adapter and piercer (cartridge sold separately). Install the adapter in the launcher, insert the cartridge into the piercer, then screw the piercer into the adapter to puncture and secure the cartridge.
 - C. 88 g CO₂:** The VKS PHANTOM includes an 88 g CO₂ adapter and sleeve (cartridge sold separately). Install the adapter in the launcher, insert the cartridge, and screw it into place until punctured and secured. Slide the sleeve over the 88 g CO₂ cartridge.
3. To air up the launcher, push the charging handle to the "ON" position.

WARNING: Contents under pressure. Do not puncture or incinerate container. Do not expose to heat or store at temperatures above 120°F. Keep out of the reach of children.



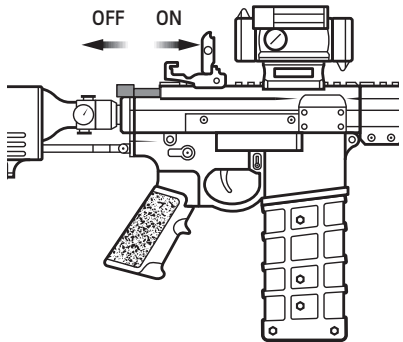
OPERATIONAL INSTRUCTIONS

CHARGING HANDLE OPERATION

The VKS™/VK-SBL™ charging handle is located on the top rear of the launcher. It functions as a valve to control the flow of air from the HPA tank into the launcher.

The charging handle has two positions:

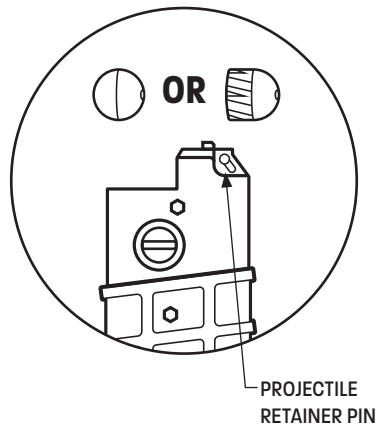
1. ON (forward)
2. OFF (rearward)



LOADING PROJECTILES

1. Load 15 projectiles into the winder magazine, or 32 into the drum magazine.
NOTE: The VKS PHANTOM™ magazine holds 10 projectiles.
2. The projectiles will be held in place automatically by the projectile retainer pin.
3. Shaped projectiles must be oriented as shown in the illustration.
4. Round projectiles require no orientation.

WARNING: Use caution when loading projectiles as they are under spring-loaded pressure and depressing the projectile retainer pin for too long may result in the immediate discharge of all of the projectiles.





OPERATIONAL INSTRUCTIONS

LOADING MAGAZINE

Place the magazine into the magazine well in the lower receiver. Once the magazine has started into the well, push until it has been secured by the magazine release, then test it is secure by attempting to pull it back out. This is called the "Push-Pull" technique.

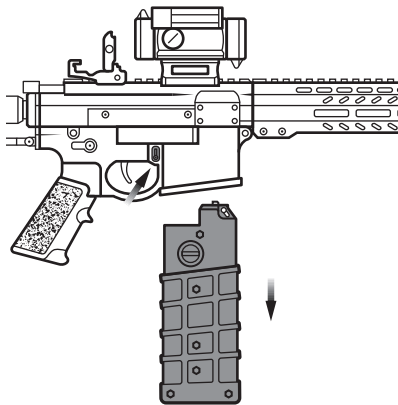
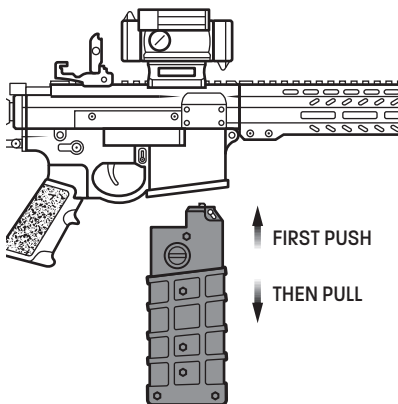
RELEASING MAGAZINE

1. Place VKS™/VK-SBL™ in the safe mode and point in a safe direction.
2. Place hand under the magazine.
3. Push magazine release button.
4. Pull magazine free from the launcher.

If all projectiles have been fired, follow the steps below. If all projectiles have NOT been fired, follow above procedures.

1. Place hand under magazine and press magazine release with other hand.
2. Catch magazine so it does not fall on ground.
3. Visually inspect the magazine well to ensure all projectiles are clear from the VKS/VK-SBL
4. Visually inspect the projectiles view port to ensure all projectiles are clear.

NOTE: Make sure to turn the VKS/VK-SBL on its side while removing the magazine. The projectile that is in the chamber will be free and can fall on the ground if the VKS/VK-SBL is kept in a vertical position. Place hand under the magazine well and capture the loose projectile while turning the VKS/VK-SBL vertically.



WARNING: If magazine is partially ejected with projectiles still in the magazine, the user should not re-insert the magazine without first clearing the magazine well of loose projectiles. Failure to do so will result in broken projectiles inside the breach and magazine and could cause a malfunction.

OPERATIONAL INSTRUCTIONS

ADJUSTING VELOCITY

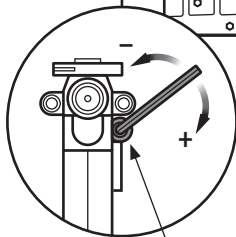
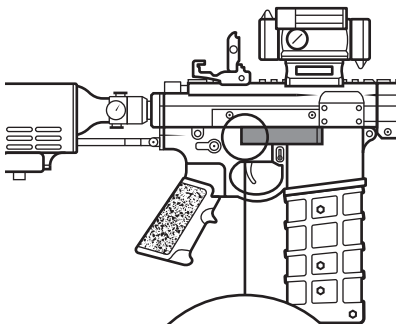
1. Turn the velocity adjustment screw clockwise to increase velocity.
2. Turn the velocity adjustment screw counter-clockwise to decrease velocity.

After turning the velocity adjustment screw, the velocity of the launcher must be checked by utilizing a chronograph (not included) to verify projectile velocity.

Tools Required: 3/16" hex wrench

NOTE: Any time the velocity is changed, the unit should be cycled (either fired or cycling the on/off valve).

WARNING: Increasing velocity increases the risk of serious injury or death.



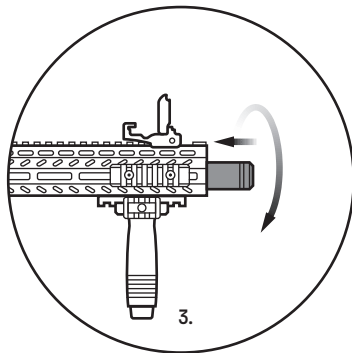
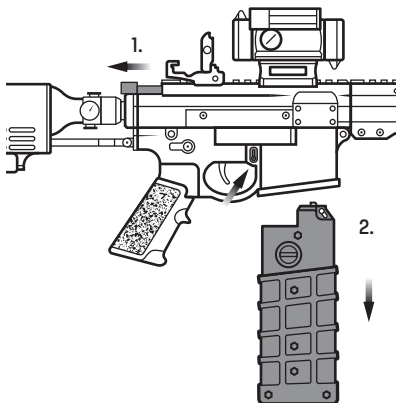
VELOCITY
ADJUSTMENT
SCREW



OPERATIONAL INSTRUCTIONS

REMOVING BARREL

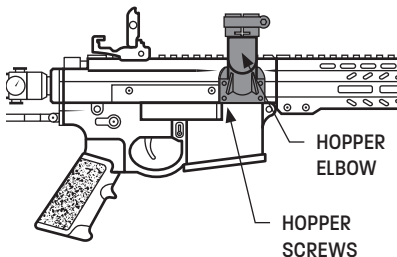
1. Shut off the air by pulling the charging handle backward.
2. Remove the magazine.
3. Slightly push in the barrel and rotate the barrel counterclockwise.
4. The barrel is now free to slide out.



OPERATIONAL INSTRUCTIONS

HOPPER ATTACHMENT (OPTIONAL)

1. Remove the hopper cover plate by removing the four (4) (H-S 4-40 x 5/16") screws.
2. Attach the hopper elbow located in the universal pack that came with the launcher re-using the (4) (H-S 4-40 x 5/16") screws from the cover.



HOPPER/MAGAZINE SELECTION

To change VKS™/VK-SBL™ from magazine mode to hopper mode:

1. Grab barrel and push in toward launcher to release detent.
2. Twist barrel clockwise (as viewed facing launcher) until barrel clicks into hopper detent.

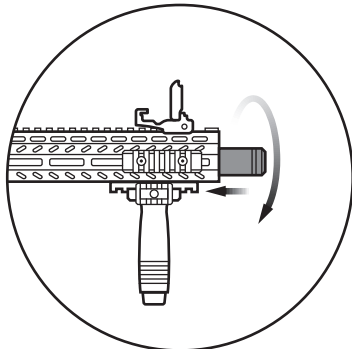
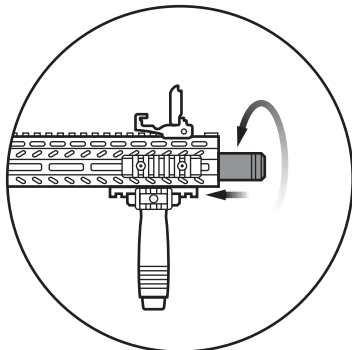
NOTE: If the magazine is not empty when changing to hopper mode, the next projectile fired will be from the magazine.

To change VKS/VK-SBL from hopper mode to magazine mode:

1. Grab barrel and push in toward launcher to release detent.
2. Twist barrel counter-clockwise (as viewed facing launcher) until barrel clicks into magazine detent.

NOTE: If the hopper is not empty when changing to magazine mode, the next projectile fired will be from the hopper.

NOTE: The VKS PHANTOM™ is not compatible with a hopper system and is magazine-fed only.





CLEANING & MAINTENANCE

SAFETY NOTES

- **WARNING:** Never clean a loaded or pressurized launcher.
- **WARNING:** Remove all projectiles from the launcher prior to doing any cleaning or maintenance.
- Never use petroleum-based cleaning solvents or lubricants as they can attack the O-ring seals.
- Do not use cleaning solvents that come in aerosol cans.

BARREL DEBRIS REMOVAL:

1. If there is foreign debris or a broken projectile in the VKS™/VK-SBL™ barrel, the barrel need to be cleaned. Remove the barrel as outlined on page 16.
2. Use a .68 caliber soft nylon brush, .68 caliber squeegee, or a 12 gauge patch tip with a soft cotton cloth to clean the barrel. Do not allow lubricants or water to remain in the barrel of the VKS/VK-SBL. It is designed to be used with the barrel dry.
3. Wipe off any dirt or grime from the outside of the VKS/VK-SBL barrel with a dry cloth.

BREACH DEBRIS REMOVAL

1. If there is foreign debris or a broken projectile in the VKS/VK-SBL breach, the breach will need to be cleaned.
2. Using a dry cloth, wipe any debris out of the breach area. Be sure that the magazine forks and magazine release are clear of debris as this could affect proper operation.

With the lower receiver removed, the breach can be more easily cleaned, and the trigger group can be both cleaned and lubricated.

IMPORTANT: If pressurized with the lower receiver removed, the trigger has no safety function to prevent accidental firing.

DISASSEMBLY STEPS

1. Remove the stock from the rear of the launcher.
2. Remove the HPA tank from the rear of the launcher.
3. Remove barrel.
4. Remove take down pins from lower receiver.
 - A plastic or non-marring rod may also be used to push out the pins.
 - If the pins are stuck, the rear castle nut may need to be loosened.
5. Carefully separate lower receiver from upper receiver, pulling up from the front first.

CLEANING & MAINTENANCE

LUBRICATION

IMPORTANT: To field lubricate the VKS™/VK-SBL™ launcher, the lower receiver must first be removed.

For optimum performance, do the following monthly:

- Place one drop of HPA oil (KC Troublefree, Gold Cup, or any PepperBall® approved oil) between the trigger release and trigger rotator.

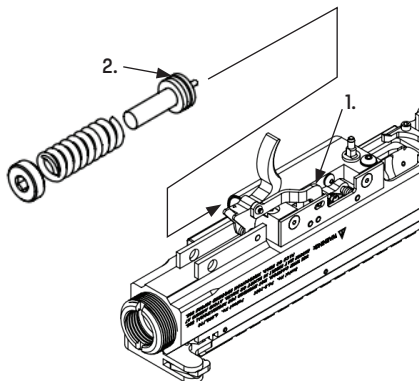
NOTE: Launcher may require more frequent cleaning and lubrication if used heavily.

Have an PepperBall certified technician perform:

1. Remove the engine assembly and lightly grease the air chamber cap O-ring and the slide valve O-rings using Molykote 33 Grease.
2. Remove the regulator spring pad and oil the regulator spring pad O-ring.

OPERATIONAL CONSIDERATIONS

If the regulator spring pad is removed, the launcher velocity will require re-setting.





TROUBLESHOOTING

FAQ

Projectile Breakage

If you experience more than a small number of broken projectiles, check that:

- Be sure that both the launcher and magazine are free of broken projectiles or any other debris by running a barrel squeegee through barrel until it's clean and free of debris.
- Make sure that the barrel is locked in its correct position, and that both detents are installed correctly so that they catch a projectile as it enters the breach.
- Make sure the launcher is set to a reasonable velocity.
- Make sure you load the full number of projectiles your magazine is designed to hold. Loading only half the capacity can cause misfeeds or misfires.
- If removing the magazine with projectiles still in the magazine/breach, make sure you remove loose projectiles from inside the launcher before re-installing magazine into magazine well. Failure to do so can result in stuck/lodged projectiles, which can cause jamming and projectiles breakage. This can also cause damage to your firing bolt and misfires.

HPA bottle air leaks

- The most common leak occurs from a bad bottle O-ring, located on the tip of the HPA bottle. Remove the bad O-ring before installing a new one. The best O-rings are made of urethane and are not affected by high air-supply pressures. These may be purchased, please contact service@pepperball.com for part requests.

NOTE: If a new HPA bottle O-ring does not resolve the air leak, do not attempt to repair the HPA bottle. Please contact service@pepperball.com for assistance.

VKS/VK-SBL will not fire.

- Make sure you have properly loaded your projectiles.
- Check for jammed projectiles in the breach.
- Make sure there is a sufficient amount of air in your tank.
- Pull the charging handle back, and fire again.
- Ensure that your VKS/VK-SBL is properly lubricated.
- Make sure there is no debris inside your VKS/VK-SBL.

TROUBLESHOOTING

- Check that your velocity is high enough to cycle your launcher.
- If properly instructed, check that your VKS/VK-SBL regulator components are not damaged.
- If after a full rebuild the launcher will still not deploy, please contact service@pepperball.com for further instructions.

My VKS/VK-SBL is leaking down the barrel

- Make sure that the barrel and firing spring are installed.
- Check your firing bolt assembly O-rings (air chamber OD O-ring ORNG 020-B70 and air chamber cap O-ring ORNG 110-P70). If the velocity is set too high, the air chamber cap O-ring can pop out, causing an immediate purge of air down the barrel.

My VKS/VK-SBL is leaking from the rear of the launcher.

- Check the slide valve O-rings for wear.
- Make sure that the charging handle has not been warped.
- Check the black slide located on the side valve assembly for damage. Also check the inner O-rings on the black slide from damage.
- Make sure that your tank O-ring is not damaged.

My VKS/VK-SBL is leaking from the side of the launcher.

- Make sure that your regulator O-rings and components are in good shape.
- Check the condition of your O-rings located on the flow plate (right side of the launcher).
- Check the regulator spring pad O-ring located under your velocity adjustment screw.

My barrel is jammed on my VKS/VK-SBL.

- Please contact service@pepperball.com to send in your launcher for service and replacement.

How do I get replacement parts for the VKS/VK-SBL?

- Please contact service@pepperball.com for parts requests.

HAVE QUESTIONS OR NEED HELP?

Contact service@pepperball.com or call 888-874-3491.



WARRANTY & DISCLAIMER

WARRANTY, DISCLAIMER OF WARRANTY AND LIMITATION OF REMEDIES

United Tactical Systems, LLC (UTS) warrants, solely to the end user, law enforcement agencies, private security firms, or private or public corrections agencies, that the product is delivered free from defects in materials and workmanship for a period of one (1) year from the original date of purchase.

Within the one-year warranty period, UTS' liability and the buyer's sole and exclusive remedy hereunder for all claims shall be limited to a refund or credit to buyer of the purchase price, or replacement of this product, at UTS's option, provided that the non-conforming product is (1) returned during the warranty period and (2) properly packaged and shipped to the UTS designated facility in accordance with the UTS Return Merchandise Authorization (RMA) Policy.

THE REMEDY SET FORTH ABOVE SHALL BE THE SOLE AND EXCLUSIVE REMEDY FOR BREACH OF THE FOREGOING WARRANTY.

Products which have been improperly handled, stored or shipped, or which have been subject to abuse, misuse, alteration and or neglect are not covered by the warranty. Aftermarket products and the use of non-authorized projectiles are strictly prohibited by UTS and any indication of their installation or use shall void all warranties. Unauthorized modifications voids the warranty.

DISCLAIMER OF WARRANTY: Except for the express limited warranty set forth above, UTS makes no warranties or representations of any kind, whether express or implied, with respect to the product, including any (a) warranty of merchantability; or (b) warranty of fitness for a particular purpose; or (c) warranty against infringement of intellectual property rights of a third-party, whether express or implied by law, course of dealing, course of performance, usage of trade or otherwise. There are no warranties which extend beyond the description of the face hereof. Buyer shall make no warranty or representation regarding the products that is inconsistent with the warranty set forth above. UTS shall not be liable for any injury, loss, or damage, direct or consequential, arising out of the use or the inability to use this product. Warranty does not cover damage caused by abuse, misuse, loss, improper handling, alterations, accident, neglect, or disassembly. Before use, the user shall determine the suitability of the product and be fully trained for its intended use, and user assumes all risks and liability whatsoever in connection therein. In no event shall UTS be liable or obligated to buyer or to any third party in any manner for any (a) special, non-compensatory, consequential, indirect, incidental, statutory, or punitive damages of any kind, including, without limitation, lost profits and/or lost revenue, regardless of the form of action, whether in contract, tort, negligence, strict product liability, or otherwise, even if informed of or aware of the possibility of any such damages in advance, (b) in an amount greater than the amounts paid to UTS by buyer for the products, or (c) damage or injury caused by the products, unless due to the gross negligence or willful misconduct of UTS. The limitations set forth above shall be deemed to apply to the maximum extent permitted by applicable law and notwithstanding the failure of the essential purpose of any limited remedies. The parties acknowledge and agree that they have fully considered the foregoing allocation of risk and find it reasonable, and that the foregoing limitations are an essential basis of the bargain between the parties.

RETURN POLICY

CUSTOMER SERVICE, REPAIR POLICY AND RETURN POLICY

For any Customer Service related issues that cannot be answered by the FAQ in this manual, please contact PepperBall at:

PEPPERBALL CUSTOMER SERVICE
service@pepperball.com | 888-874-3491.

WARRANTY AND SERVICE INFO

All returns must be authorized by PepperBall. Contact PepperBall at service@pepperball.com or call PepperBall Customer Service at 888-874-3491.

When returning product:

CAUTION: ALWAYS UNLOAD AND REMOVE AIR SOURCE, AND PROJECTILES BEFORE SHIPPING A LAUNCHER.

CAUTION: DO NOT SHIP BACK THE AIR SOURCE UNLESS COMPLETELY EMPTIED.

- If you have broken PAVA projectiles inside the launcher, please place launcher in a black trash bag. This helps protect our staff from contamination.
- Make sure the RA Number is clearly marked on the outside of the shipping package.
- Include a brief statement regarding the requested repair.
- Include your name, return address and a telephone number where you can be reached during normal business hours inside the shipping package.
- Out-of-warranty returns require a pre-payment of parts, labor, and shipping charges prior to return shipment by UTS.
- All in warranty products will be repaired or exchanged at the discretion of PepperBall and will be shipped back to the Customer via ground shipping at no-charge.
- You may request expedited shipping at your expense with charges paid prior to return shipment.



THIS IS NOT A TOY.

ONLY ALLOW USE BY RESPONSIBLE PERSONS.

READ MANUAL BEFORE USE.

Additional safety information available online.

PepperBall® is a division of United Tactical Systems, LLC
28101 Ballard Drive, Suite F
Lake Forest, IL 60045
PepperBall.com