



## **FAQ**

### **I lost my key, what do I do?**

If you own The Original Club® or Club Basic® and you have at least one key remaining, you can download the key blank order form our website or by calling 1-800-258-2321. If you have the Club LX® or the SUV/Truck Club® the keys cannot be duplicated, as they are specialty keys. Three keys are issued at the time of purchase and they are the only keys available for this product. If you should have further questions you may contact the key department at the above number.

### **I locked the The Club® on my steering wheel and can't find my keys.**

#### **What should I do?**

Winner International holds no master keys to The Club® products for security reasons. If all keys are lost we recommend contacting a locksmith for removal to avoid injury to yourself or damage to your vehicle. If you have a roadside assistance policy, they may be able to assist you with the lockout or put you in touch with a locksmith in your area.

### **Which Club® model best suits my vehicle?**

The Club Basic®, Original Club®, and Club LX® now feature "one size fits all vehicles". This will be stated on the front of the packaging.

### **Can I buy your products at a retail store in my area?**

Yes. Please visit your local retailer, whether a mass merchant or an automotive store, and ask for the product by name. For more information, please visit our website.

### **Can I buy several Clubs® that use the same key?**

Yes, keyed-alike Clubs are available through our Direct Marketing Department at 1-800-258-2321.

### **Can I register my Club® online?**

Winner International does not have an on-line registration available. It will be necessary to submit the original Club® registration form (copies not accepted) which is one of the requirements of the guarantee. The registration form is to be mailed to:

Winner International  
32 West State Street  
Sharon PA 16146

Once the registration form is received, it will be entered into the database. The Club® guarantee is in effect for a period of one year from the date of purchase.

### **What do I do if I lost or did not receive a Club® registration form?**

Please call Winner International at 1-800-258-2321. We do require the original purchase receipt to issue a replacement registration form.

### **What is the time frame for the warranty and guarantee on The Club®?**

The warranty is 90 days from the date of purchase. The guarantee is for one year from the date of purchase if your car is stolen with The Club® in place. Please be sure to send in your registration for The Club® and keep your receipt on file, as it will be required should you wish to file a claim. (Not valid in New York State, Hawaii, Texas or Wisconsin where it is prohibited.)

### **How do I file a claim if my car is stolen while using The Club®?**

Call the Winner International Claims Department at 1-800-258-2321. Our claims representative will take your information and explain what paperwork needs to be filled out and turned in. The theft guarantee is in effect for one year from the date of purchase. Please refer to instruction sheet for further details about the guarantee. (Not valid in New York State, Hawaii, Texas or Wisconsin where it is prohibited.)

### **How do I install my product? How does my product work?**

Installation and use instructions for some products are available on our web site, however instructions are included in the packaging for all

products listed on our site. If you are encountering difficulties, please contact our Customer Service Department at 1-800-258-2321.

### **Why do The Club® directions tell me not to touch the spiral rod?**

There is a chance that your fingers may get pinched if you are touching the spiral rod when installing or removing The Club®. For your own safety we suggest you do not grab the spiral rod.

### **What do I do if The Club® is stuck on my steering wheel?**

Before attempting to remove a non-functioning Club®, be sure that The Club® is not resting against your windshield.

The Club® may be extended on the wheel too tightly - try to release the pressure by pushing on both ends simultaneously.

Tap on the black lock housing area with a light hammer. The tumblers may be stuck. Do not strike the face of the lock.

Spray a dry graphite lubricant into the locking mechanism. Insert the key and try turning it with a pair of vice grips.

Contact a locksmith for removal to avoid injury to yourself or damage to your vehicle. If you have a roadside assistance policy they may be able to assist with the lockout or put you in touch with a reputable locksmith in your area.

### **I am a Law Enforcement Professional. What programs do you offer?**

For information on how to start a Law Enforcement program in your area, or to see what programs we currently offer, check out our Law Enforcement page. For further information, please contact our Law Enforcement Affairs division.

#### **Contact:**

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