

71-1140-250
12/08



Lionel Shay Steam Locomotive and Tender Owner's Manual

featuring **TRAINmaster.**
C-O-M-M-A-N-D
and
RailSounds

Congratulations!

You own one of the finest and most sophisticated model trains ever built—the Lionel TrainMaster Command-equipped Shay steam locomotive. From its many hand-applied scale details to the advanced technology found inside, your locomotive is ready for duty on your model railroad layout. Experience the superiority of today's Lionel.

Features of the Shay steam locomotive

- **Maintenance-free powerful motor**
- **Command reverse unit for use with the Lionel TrainMaster Command Control system**
- **Fan-driven smoke generator that produces clean, safe, realistic smoke**
- **ElectroCouplers on the front of the locomotive and rear of the tender**
- **RailSounds digital sound system with CrewTalk communication and TowerCom announcement (in Command)**
- **“Cruse Commander” technology**
- **Brilliant headlight**
- **Tire-Traction**
- **Tender back-up light**

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Transformer operations

Running your locomotive with a Lionel transformer

1

Place your locomotive on Lionel or Lionel-compatible 0-54 or larger track.

With track power OFF, plug the tether from the locomotive into the socket in the front of the tender. The plug is “keyed” to fit only one way. Next, connect the drive coupling between the engine and tender, and then insert the peg on the bottom of the tender frame into the hole in the drawbar.

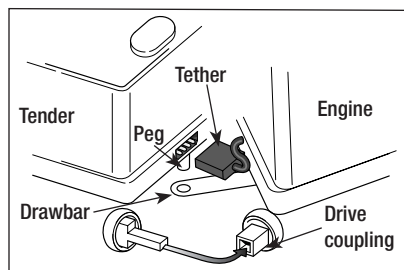


Figure 1. Tender and drive coupling connection

2

Power up your locomotive with your transformer.

Your locomotive is designed to operate on 8-18 volts alternating current. Virtually all Lionel and Lionel-compatible alternating-current transformers are suitable.

Caution!

Do not power your locomotive with direct current (DC). Damage to sensitive electronic components may occur.

Note!

When you first power up your track, the locomotive will wait between three and eight seconds as it “listens” for digital language from the TrainMaster Command Base (available separately). When it has determined that it's on a conventional (non-Command) railroad, the locomotive's headlight will illuminate and RailSounds will fire up. At this point, the locomotive is in neutral. (This occurs when placing the locomotive on your railroad for the first time. Thereafter, it will start in forward following every three-second power interruption.)

To experience all of your locomotive's features, we recommend using the TrainMaster Command Control system, available at your authorized Lionel dealer.

3

Move 'em out!

Get your locomotive moving. Press the DIRECTION button on your CAB-1 Remote Controller or Lionel transformer. This sequences the Command reverse unit to the next operating state.

Adjust track voltage until your locomotive moves at your desired speed. To increase speed, increase track voltage. To decrease speed, reduce voltage. To stop the locomotive, turn-off track power.

See page 5 for information on locking your locomotive into a single operational state.

Transformer operations

Locking your locomotive into a single operational state

To select a single operational state for your Lionel locomotive (example: forward only), you can deactivate the Command reverse unit's sequencing function with the Command reverse unit (PROG/RUN) switch.

Get your locomotive moving in the desired direction, then *slow it down without stopping*. Set the Command reverse unit switch to PROG. Refer to Figure 2 for the location of the switch. The locomotive is now “locked” into your chosen direction.

When you no longer want single-direction operation, just slide the Command reverse unit switch back to RUN.

Note! Your locomotive's reverse unit will “reset” to forward after any power interruption lasting five seconds or longer, regardless of the original locked-out direction.

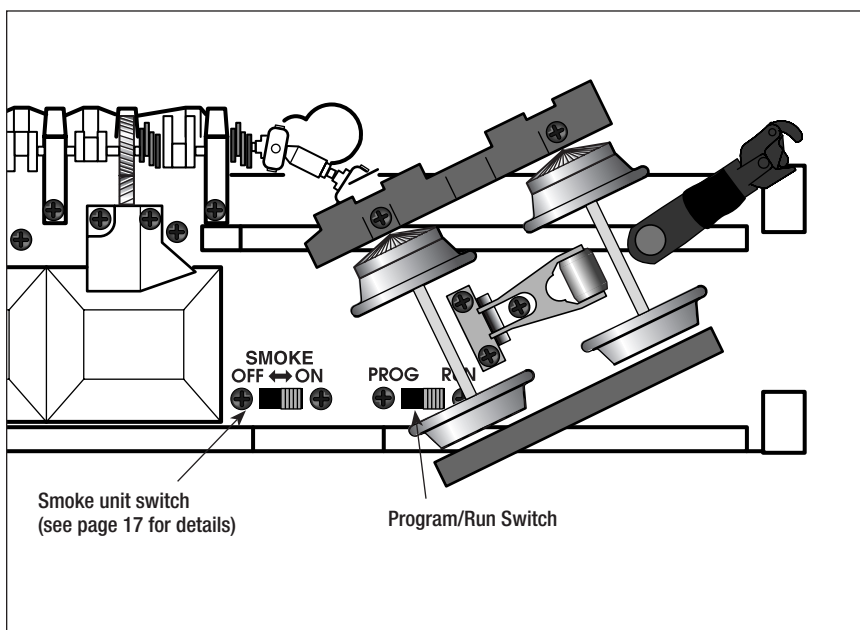


Figure 2. Switch locations

Transformer operations

Using your ElectroCouplers in the non-Command environment

To uncouple rolling stock from the ElectroCouplers at the front of your locomotive or the rear of the tender in the non-Command environment, you must rely on a piece of rolling stock equipped with Lionel magnetic couplers coupled directly to the ElectroCoupler. The magnetic coupler on the rolling stock will then react to the magnetic field generated by a Lionel Remote-Control Track section (available separately, 6-65530 for O gauge, 6-65149 or 6-12746 for O-27 gauge). Place your rolling stock's coupler "trigger disc" over the central coil of a Remote-Control Track section and press UNCOUPLE on the controller. The magnetic field pulls the disc downward, and the coupler opens as illustrated in Figure 3.

Note!

Your locomotive's ElectroCouplers will NOT open manually or by using a Remote-Control Track section.

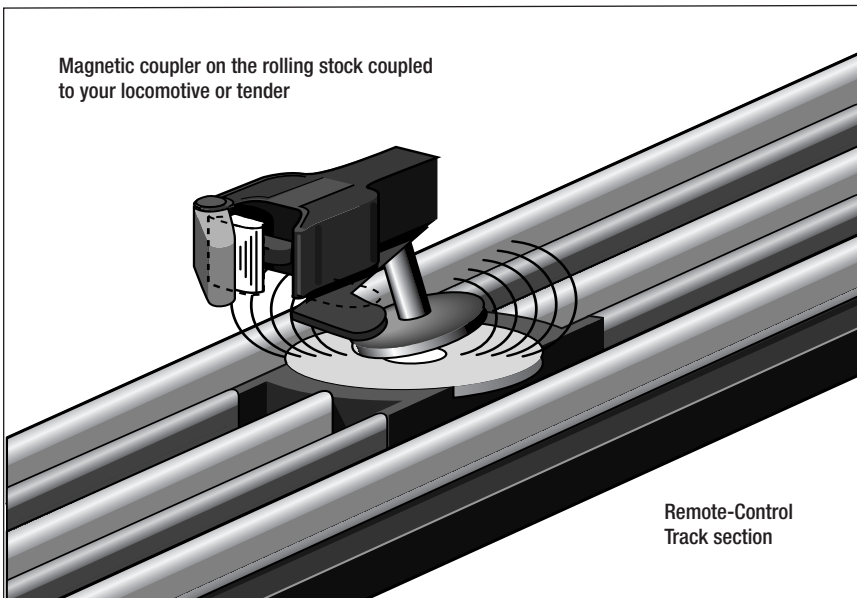


Figure 3. Trigger disc operation

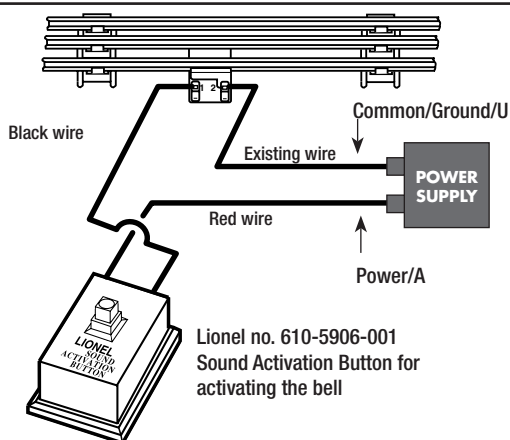
Transformer operations

Installing a Lionel Sound Activation Button

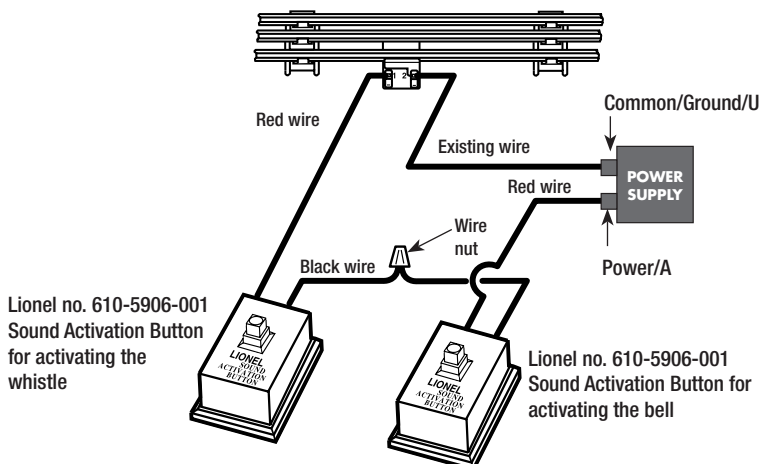
To activate the bell and whistle sounds when operating your locomotive with conventional transformers, you may need to install Lionel no. 610-5906-001 Sound Activation Buttons (available separately) if your transformer is not equipped to activate these features. Connect the button(s) as shown below.

Note! All track power must feed through the Sound Activation Buttons. Do not bypass the buttons.

For AC transformers with a horn/whistle button



For AC transformers lacking a horn/whistle button



Note!

The no. 610-5906-001 button works with any Lionel AC transformer except no. 6-4690 Type MW. Transformers made by other manufacturers may not be compatible with RailSounds.

RailSounds operations

Your locomotive's RailSounds sound system—the basics

The RailSounds sound system is the most realistic model railroad sound system in the world. Your locomotive features digital samples from real-life steam locomotives for the *ultimate* in realism.

Begin by installing a nine-volt *alkaline* battery in the tender as illustrated in Figure 4 on page 9. This ensures interruption-free operation of the RailSounds sound system. The battery clip is located inside the tender. To access the battery clip, you must first remove the four body screws from the bottom of the tender and then lift off the body. Refer to Figure 4 on page 9 for the location of the body screws.

When you first apply track power, the locomotive's RailSounds sound system will produce the sounds of the locomotive at rest. As the locomotive moves, chuffing begins, increasing with the locomotive's speed.

To silence the steam chuffing sound (whistle and bell are unaffected), slide the RailSounds switch, located on the underside of the tender (see Figure 4 on page 9 for the location), to the SIGNALSOUNDS position *before powering up the locomotive*. The whistle and bell are activated by using the lever or button on your transformer or CAB-1 Remote Controller. The volume control knob is located on the underside of the tender (see Figure 4 on page 9).

Note! Please remove the protective cover from the battery clip before installing the battery.

Note! Although RailSounds is powered by track voltage, the battery is required for uninterrupted operation and shutdown sequences. Use only alkaline batteries.

Note! Discontinue locomotive power for ten seconds before changing the RAILSOUNDS/SIGNALSOUNDS switch position.

Note! If the RailSounds sound system “drops out” during track power interruptions (direction changes, switches, crossings, etc.), replace the battery.

Note! Do not force the volume control knob past the point where it will easily turn, or damage to the volume control will result.

RailSounds in the Command environment

Your locomotive's RailSounds system gives you even *more* in the TrainMaster Command environment.

- **DynaChuff.** Real steam locomotive chuffing depends on the locomotive's load. DynaChuff simulates both labored and relaxed chuffing sounds. Highball down the mainline and hear the labored chuffing of a locomotive battling inertia. Reduce your throttle setting, and chuffing relaxes to a more sedate sound, as though the load placed on the locomotive has decreased. Experience DynaChuff on steep grades, at yard crawls, and at speed. Another RailSounds exclusive.
- **Bonus sounds** like squealing brakes with the CAB-1 BRAKE command.
- **Incidental sounds** you control with CAB-1 numeric keypad commands, like steam blow-off and steam release effects.

RailSounds operations

RailSounds in the Command environment (continued)

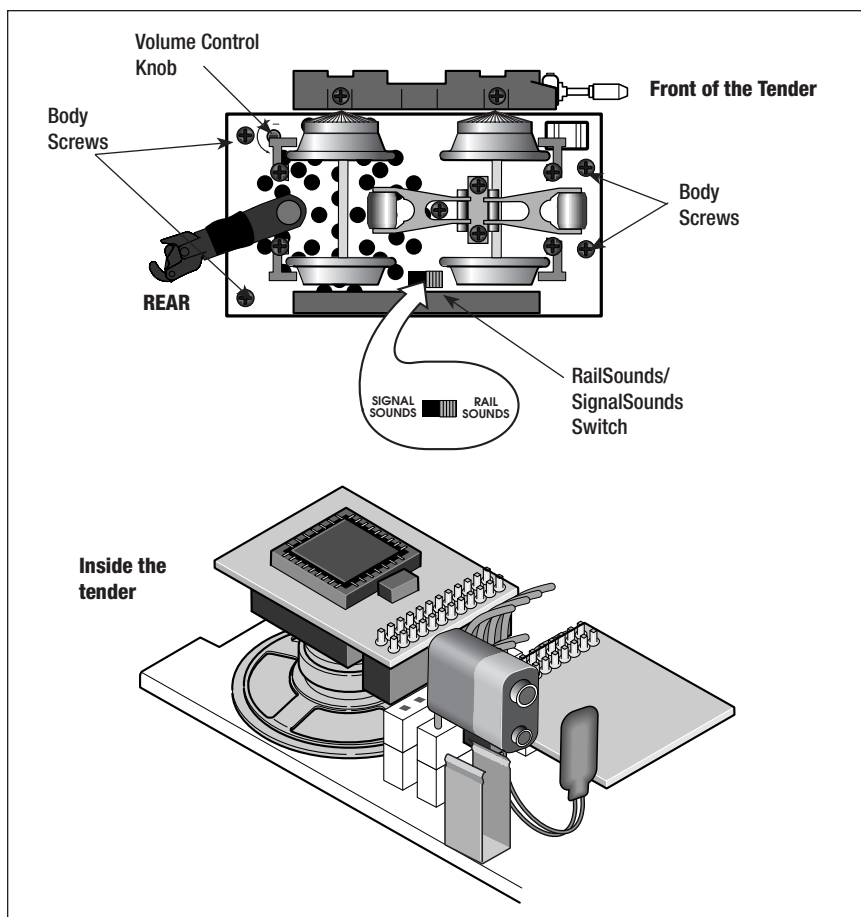


Figure 4. Underside of the tender, control locations, and battery installation

RailSounds operations

Experiencing the range of your locomotive's RailSounds system

With RailSounds, you experience the sounds of real railroading like never before. Simply put, it's the most sophisticated, authentic model railroad sound system in the world.

- **Variable chuff rate.** The speed of your locomotive determines the steam chuff rate.
- **MultiWhistle.** Different whistles for different speeds—a RailSounds exclusive.
- **Authentic bell.** Press BELL on your CAB-1 or transformer to begin the effect, again to discontinue. Even the final “hit” is muted like the real thing.
- **Reverse unit reset sound.** Power down your track, wait for three to five seconds, and listen for the air-release sound—that's the locomotive telling you its Command reverse unit has just *reset to forward operation*.
- **Shutdown sequence.** No other model railroad sound system shuts down like RailSounds. Turn off track power, and after the air-release reset sound, you have two seconds to restart your locomotive. If you're done with operations, RailSounds will commence with an authentic shutdown sequence about two seconds after the air-release reset occurs.

Note!

A nine-volt alkaline battery must be installed for the shutdown sequence.

Notes on RailSounds

- Use the volume control knob, located on the underside of the tender, to adjust sound output. Refer to Figure 4 on page 9. Use a flat-blade screwdriver to adjust the volume level.

Note!

Do not force the volume control knob past the point where it will easily turn, or damage to the volume control will result.

- Listen for incidental locomotive sounds during the operation of the RailSounds sound system. They're automatic and, of course, authentic.
- The nine-volt alkaline battery you installed ensures *continuous* sounds, even during short track-power interruptions. The battery must be installed for the shut-down sequence.
- Longer track-power interruptions (including locomotive derailments) cause RailSounds to shut down after about seven seconds.
- For even *more* authentic RailSounds effects, operate your locomotive in the TrainMaster Command environment. See pages 11-14 for details.

TrainMaster Command operations

The Command Control environment

TrainMaster Command Control is the advanced model railroad control system from Lionel. TrainMaster Command Control gives you the power to operate multiple Command-equipped locomotives *on the same track, at the same time*.

To operate in Command mode, you need a Command Base (6-12911) and a CAB-1 Remote Controller (6-12868). Find them both at your authorized Lionel retailer.

1

Place your locomotive on Lionel or Lionel-compatible 0-54 or larger track.

- **Make sure track power is OFF before placing on the track.**
- **Make sure your Lionel Command Base is plugged-in** and its communications wire is connected to the COMMON post on your Lionel transformer *or* the U terminal on any of your installed PowerMasters.
- Once positioned on the track, **increase track voltage to FULL** (no more than 20 volts). On PowerMasters, slide the CMD/CONV switch to CMD.

2

Address your locomotive using CAB-1.

- **Press ENG and 1** on the numeric keypad of your CAB-1 Remote Controller. This command is sent by CAB-1 to the Command Base, which then translates your command into digital code. That code is sent around your railroad's outside rails in the form of a digital "halo." All Command-equipped Lionel engines listen to this digital communication, but they do not respond until they hear their individual ID number—in this case, "1."
- **The digital language of TrainMaster Command—and not track power—controls the actions of Command-equipped Lionel engines.** Track power is simply like gasoline in the tank of your car—it gives you the power to go places, but it doesn't tell you where to go or how fast to get there.

Note!

All Command locomotives come factory-programmed with an ID# of 1. To change the ID# of your locomotive, see page 15.

3

Move 'em out!

- **Throttle up or press any command button on the CAB-1.** Your locomotive will respond to your every command. Read on.

TrainMaster Command operations

Running your locomotive in the TrainMaster Command environment

Example

Address Locomotive #1

Set PowerMaster to CMD or traditional power supplies to full throttle (no more than 20 volts)



Press ENG



Press 1 (the ID#)

Throttle up/press any command button

Your Command-equipped locomotive comes factory-programmed with an ID# of “1.” To get your locomotive in action, set PowerMasters to CMD or set all power supplies on full (no more than 20 volts). Press **ENG** and **1** on your CAB-1. Turn the throttle or press any command button; your locomotive is ready for Command operations.

CAB-1 commands for your locomotive

Locomotive RailSounds effects in bold italic.



Locomotive front coupler opens.

Coupler release sounds.



Tender rear coupler opens. ***Coupler release sounds.***



Press **AUX1** to activate the numeric keypad.



Air release sounds.



Press **AUX2** to turn your locomotive's headlight on and off.



Turn the **THROTTLE** to the right to accelerate, left to decelerate.

Speed-dependent variable steam chuffing. DynaChuff dynamic chuffing effect.



Press **HALT** to shut down all PowerMaster electrical output on your railroad. Stops all Command-equipped Lionels in operation.

Note! Use **HALT** only in emergency situations.



Beneath this panel



Press **WSTL/HRN** to activate the locomotive's whistle, release to discontinue.

Multi-Whistle steam whistle sound.



Press **BELL** once to activate the bell, again to discontinue.

Traditional bell sound.



Press **DIR**—the locomotive decelerates to a complete stop; turn the throttle up, and the locomotive moves in the opposite direction. There is no neutral.

Steam air-release sound.



Press and hold **BOOST** for extra power. Release **BOOST** and return to the locomotive's previous speed. ***Labored chuff.***



Press and hold **BRAKE** to slow down or stop. Release **BRAKE** and return to the previous speed.

Squealing brake sounds.

TrainMaster Command operations

CAB-1 numeric keypad commands for your locomotive

When you press **AUX1** on CAB-1, you turn the numeric keypad into ten command buttons. The keypad “stays open” and gives you access to extra command features until you press any top-row button (**SW**, **ACC**, **RTE**, **TR**, or **ENG**).



Locomotive RailSounds effects in bold italic.

- 0** -Stops and resets the locomotive to FORWARD. **Headlight flickers.**
- 1** -Raises the volume of RailSounds. **Sound volume increases.**
- 2** -**CrewTalk** is the sound of unintelligible walkie-talkie communication.
- 3** -Starts-up RailSounds. **Start-up sequence commences.**
Steam blowoff sound.
- 4** -Lowers the volume of RailSounds. **Sound volume decreases.**
- 5** -Activates the RailSounds steam shutdown sequence. Just like the real thing, *your locomotive must be idle for shutdown to occur.* **Steam shutdown commences.** Remember, the whistle and bell will not sound until you *restart* RailSounds. **CrewTalk sounds*.**
- 6** **Steam release sound.**
- 7** -**TowerCom** is an audible announcement that includes that engine's road number and/or name. *There is a four second delay in this function.*
- 8** -Turns off the smoke generator. **CrewTalk sounds*.**
- 9** -Turns on the smoke generator. Press and hold **9** (ten seconds maximum) to initiate Smoke Boost,TM which superheats the smoke generator and enhances smoke output when you start running your locomotive. **CrewTalk sounds*.**

* *Hearing the CrewTalk sounds lets you know that the locomotive has received these commands.*

Note! **AUX1, 8 and 9** only work if the smoke unit switch is in the ON position.

TrainMaster Command operations-

Tuning your locomotive's performance

'CRUISE COMMANDER' TECHNOLOGY

Your Shay locomotive contains the proven 'Cruise Commander' motor control technology. This allows you additional options in tuning the performance of your locomotive.

SPEED STEP SELECTION

As shipped, the speed step selection is set to 100 speed steps, which are linear. The speed steps start at a lower threshold, thus the motor is operating at a lower initial voltage with fine adjustment as the throttle is advanced.

To change Speed Steps, use the 'Momentum' buttons on your CAB.

L=32 speed steps

M or H=100 speed steps

Note! The speed step selection can only be changed when the throttle is set to zero.

Note! The speed step selection will be stored until it is changed.

CRUISE ON/OFF SELECTION

The cruise feature can be turned on or off as you prefer. As shipped, the Cruise option is turned on and affects both Command and Conventional mode operations.

To turn the Cruise OFF or ON, enter the following key sequences:

Cruise off: AUX1+DIR+AUX1+BRAKE+7+BRAKE

Cruise on: AUX1+DIR+AUX1+BRAKE+9+BRAKE

Note! The cruise OFF/ON selection will be stored until it is changed.

BRAKING AND BOOSTING

There's more to starting and stopping than just turning the CAB-1 throttle. Use the **BOOST** and **BRAKE** command buttons—they give you incremental control of speed *and* are the superior way to handle grades, gradual stops-and-starts, and more. Plus, using **BRAKE** in the Command environment gives you a bonus RailSounds effect—the ultra-realistic sound of squealing brakes.

SOUND QUALITY

To set your maximum volume level, use the volume control knob located on the underside of the tender (see Figure 4 on page 9). Turn the knob left or right to adjust the volume to your liking.

For quick remote-control of volume *below* the master setting—like muting—use the CAB-1 numeric keypad's volume control. Press **AUX1, 4** on the keypad to lower overall RailSounds output.

HIGH VOLTAGE SETTING

Press **SET**, and the headlight will flash. Get your locomotive moving to the maximum speed you want it to run, then press **BOOST**. Use this to keep your locomotive from derailling at excessive speeds. Turn off the high voltage setting by pressing **SET**, then **BOOST**, holding each for one second.

Note! These settings will be lost when you assign a new engine ID number.

Note! Do not force the volume control knob past the point where it will easily turn, or damage to the volume control will result.

TrainMaster Command operations

Assigning your locomotive a new ID#

Example

Assign a new ID# to your Command-equipped locomotive

Set the Command reverse unit switch to PROG

Command Base plugged in

Place the locomotive on track

PowerMasters set to CMD or traditional power supplies ON FULL (no more than 20 volts)

Turn track power on (PowerMasters):



Press BOOST

Program the locomotive with a new ID#:



Press ENG



Press a number you choose (the ID#)



Press SET

Set the Command reverse unit switch to RUN

Your locomotive remembers its ID# forever; change it any time with these steps

As your fleet of Command-equipped Lionel locomotives grows, you'll want to give your locomotive a more individualized number. Choose from any between 1 and 99. To make things easy, use a portion of your locomotive's cab number.

Set the locomotive's Command reverse unit switch to PROG (see Figure 2 on page 5). Plug in the Command Base and place the locomotive on track, then power up. Using CAB-1, press **ENG**, the locomotive ID# that you select and then press the **SET** button located under CAB-1's removable panel. Hear the whistle blow (or see the headlight flash if RailSounds is off); that's the Command reverse unit confirming the new ID#. Set the Command reverse unit switch to RUN. Your locomotive is ready for operations with its all-new ID#.

We recommend that you choose an easy to remember ID# for your engine. Some possibilities are part of the engine road number, your age, or any two digit number that is not used by another engine. Write the number on a small piece of tape and put this on the bottom of the tender frame to aid in remembering.

TrainMaster Command operations

Reprogramming the Command reverse unit to restore features

Due to the inevitable derailments and static, it is possible that your Command reverse unit could someday lose its setup program. The symptom of this condition would be unresponsiveness in Command mode. This can be easily remedied by “reprogramming” your Command reverse unit using the following steps.

STEP 1: Move the switch on your locomotive from RUN to PROG.

STEP 2: Plug in your Command Base.

STEP 3: Place the locomotive on track, then turn on power to your track.

STEP 4: Press **ENG**, then input the locomotive’s ID#. Press **SET**.

STEP 5: Press **ENG**, the ID#, **AUX1**, then press **4** for this particular locomotive.

STEP 6: Turn off power to your track and wait ten seconds.

STEP 7: Remove the locomotive from your track, and move the switch from PROG to RUN.

STEP 8: Place the locomotive back on track, then turn power on to the track.

STEP 9: Press **ENG** and the ID#, then operate as normal.

Maintaining and servicing your locomotive

Maintaining your locomotive's handrail antenna

Your locomotive handrails are more than just model grab irons—they're the Command reverse unit's antenna for receiving Command Base digital communications. *Please handle the locomotive carefully to avoid handrail damage.* To ensure optimum reception, both handrails are insulated from the die-cast metal shell. If your locomotive experiences difficulty receiving Command Base communications, check the handrail ends in the cab and pilot for the presence of insulating material. Ensure that each insulator is present and enjoys a proper fit. Finally, prevent the handrails from touching any part of the die-cast metal locomotive cab.

Adding fluid to your locomotive's smoke generator

Your Shay is equipped with a smoke generator that produces safe, clean, white smoke during operation.

The smoke generator requires the periodic addition of Lionel smoke fluid in order to function. Pierce the fluid tube's end with a pin, then add 10 to 15 drops of fluid directly into the stack. Smoke production will commence momentarily, faster if you run your locomotive at speed. When smoke production wanes, add more fluid (8 to 10 drops).

Always keep a small amount of smoke fluid in the smoke generator; the generator's element can become damaged if operated without fluid. Smoke production is greater at higher voltages and when the locomotive is pulling a heavy load or long consist.

Note! Always keep smoke fluid in your Shay smoke generator. If not, turn it off when smoke is not desired using the switch shown on page 5 or the **AUX1, 8** command if you are running in Command mode.

Maintaining and servicing your locomotive

Lubricating your locomotive

Help your Lionel locomotive lead a long and productive life on your railroad by maintaining it properly.

We recommend that you purchase a Lionel Lubrication and Maintenance Kit (part no. 6-62927), available from your Lionel dealer. Two basic rules to keep in mind: *never* over-lubricate (a small amount will do), and avoid getting grease or oil on the locomotive wheels, contact rollers, *or* your track.

You'll know your locomotive requires lubrication when visual inspection reveals dryness on the parts indicated in Figure 5. Remove accumulated dirt and dust before lubricating, and always lubricate any locomotive emerging from prolonged storage. Also, *lightly* lubricate the locomotive drive shaft, linkage, and tender wheel bearings after each 25 hours of operation.

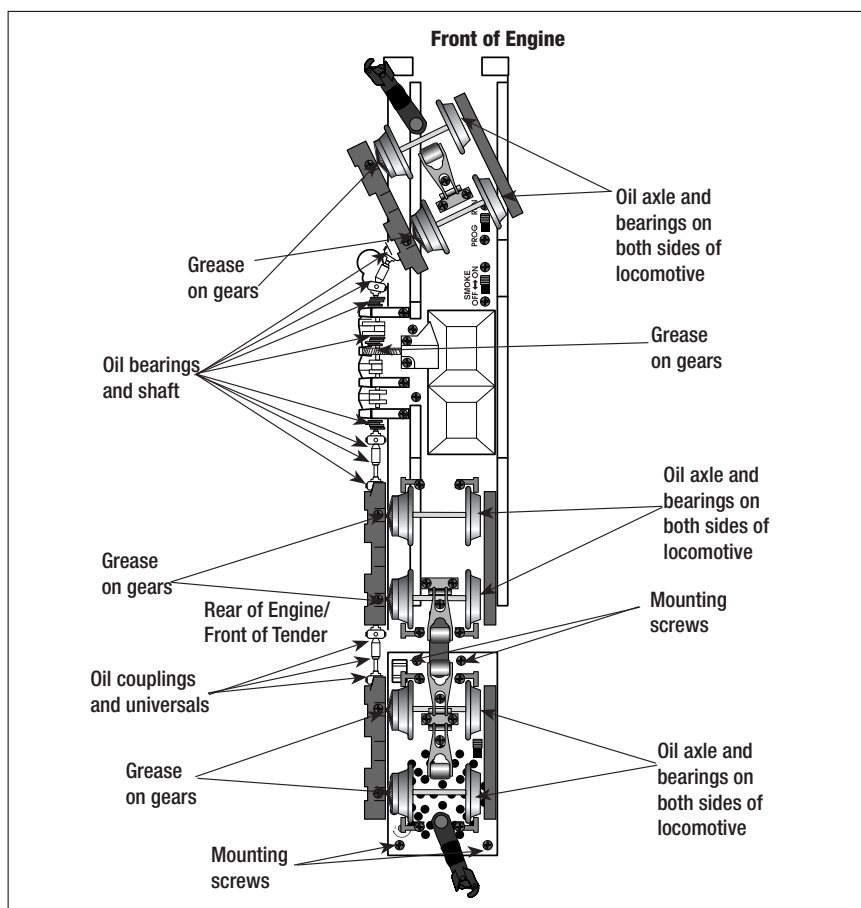


Figure 5. Lubrication points

Maintaining and servicing your locomotive

Replacing your locomotive's lamps

Your Shay locomotive is illuminated by three lamps. One is located in the boiler-top headlight housing. The second is located behind the motor for the firebox glow, and the third illuminates the inside of the cab. During the course of normal operations, these may require replacement.

Note: Due to the complexity of the disassembly required to replace the lamps in your Shay, we recommend that you take your locomotive to your authorized Lionel Service Center for any required lamp replacement.

| | |
|---------------|--------------|
| Headlight (1) | 620-8029-300 |
| Cab (1) | 610-8082-019 |
| Firebox (red) | 610-8022-019 |

Replacing your tender's lamps

Your Shay tender is illuminated by one lamp located at the rear of the tender. Remove the tender body by unscrewing the four screws located on the underside of the tender (see page 9 for screw locations).

Carefully lift the tender body from the frame, taking care with the lamp wiring assembly which is still attached to the tender body. Remove the expired lamp and replace with Lionel part no. 620-8029-300. All lamps are available from your authorized Lionel Service Center or direct from Lionel Service. See the Lionel Service section on page 20 for more information.

Reassemble in reverse order. While reassembling the tender, make sure all wires are inside the body before the screws are tightened.

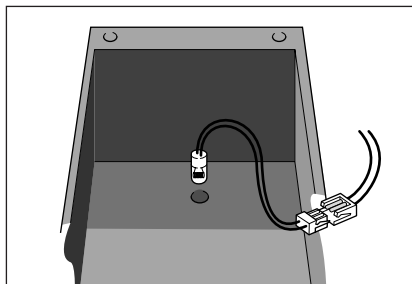


Figure 6. Tender lamp replacement

Tire-Traction

Your locomotive is equipped with Tire-Traction. This means that four of the drive wheels are fitted with rubber traction tires to enhance tractive effort allowing your locomotive to pull many cars at once.

Lionel has provided extra replacement traction tires. We recommend that you have an authorized Lionel Service Center perform the replacement. Traction tire replacement requires the disassembly of the drive trucks.

Lionel Limited Warranty Policy & Service

This Lionel product, including all mechanical and electrical components, moving parts, motors and structural components, with the exception of LIGHT BULBS & LED's are warranted to the original owner-purchaser for a period of **one year from the original date of purchase** against original defects in materials or workmanship when purchased through a **Lionel Authorized Retailer***.

This warranty does **NOT** cover the following: Normal wear and tear, Light bulbs or LED's, Defects appearing in the course of commercial use, or Damage resulting from abuse/misuse of the product.

Transfer of this product by the original owner-purchaser to another person voids this warranty in its entirety. Modification of this product in any way; visually mechanically or electronically, voids the warranty in its entirety.

Any warranted product which is defective in original materials or workmanship and is delivered by the *original owner-purchaser* (this warranty is non-transferrable) to Lionel LLC or any Lionel Authorized Service Station **MUST** be accompanied by the original receipt for purchase (or copy) from an **Lionel Authorized Retailer***, will at the discretion of Lionel LLC, be repaired or replaced, without charge for parts or labor. In the event the defective product cannot be repaired, and a suitable replacement is not available, Lionel will offer to replace the product with a comparable model (**determined by Lionel LLC**), if available. In the event a comparable model is not available the customer will be refunded the original purchase price (requires proof of purchase from the **Lionel Authorized Retailer*** it was originally purchased). Any products on which warranty service is sought must be sent freight or postage prepaid (Lionel will refuse any package when postage is due). **Transportation and shipping charges are not covered as part of this warranty.**

NOTE: Products that require service that do not have a receipt from an LIONEL AUTHORIZED RETAILER* will be required to pay for all parts required to repair the product (labor will not incur a charge) providing the product is not older than 5 years from date of manufacture and is within 1 year from date of purchase. A copy of the original sales receipt is required.

In no event shall Lionel LLC be held liable for incidental or consequential damages.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

This warranty gives you specific legal rights and you may have other rights which vary from state to state.

Instructions for Obtaining Service

If service for this Lionel LLC product is required; bring the item, along with your DATED sales receipt and completed warranty information (at the bottom of this page) to the nearest Lionel Authorized Service Station. Your nearest Lionel Service Station can be found by calling 1-800-4-LIONEL or by accessing the website at ***www.lionel.com***.

If you prefer to send your Lionel product directly to Lionel, for repair you must FIRST call 586-949-4100 extension 9105 or FAX Lionel at 586-949-5429 or write to Customer Service, 50625 Richard W. Blvd, Chesterfield, MI 48051-2493. Please have the 6-digit Lionel product number, the date of original purchase, the dealer where the item was purchased and what seems to be the problem. You will receive a Verbal return authorization (RA) number to ensure your merchandise will be properly tracked and handled upon receipt at Lionel LLC.

Once you have your Return Authorization (RA) number, make sure the item is packed in its original Styrofoam inner container which is placed inside the original outer display box (this will help prevent damage during shipping and handling). This shipment **MUST** be prepaid and we recommend that it be insured with the carrier of your choice.

Please make sure you have followed all of the above instructions carefully before returning any merchandise for service. You may choose to have your product repaired by one of Lionel LLC's Authorized Service Stations after its warranty has expired. A reasonable service fee should be expected once the product warranty has expired.

Warranty Information

Please complete the information below and keep it, along with your **DATED ORIGINAL SALES RECEIPT**. You **MUST** present this form **AND** your **DATED SALES RECEIPT** when requesting warranty service.

*A complete listing of Lionel Authorized retailers can be found by calling 1-800-4-LIONEL or by visiting our website at ***www.lionel.com***.

Products that are more than 5 years old, from date of manufacture, are not applicable for warranty coverage, even if they have never been sold prior to this date. (Under no circumstance shall any components or labor be provided free of charge.)

Name _____

Address _____

Place of Purchase _____

Date of Purchase _____

Product Number _____

Product Description _____



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