

LIMITED WARRANTY

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Renkus-Heinz warrants its products to be free from defects in material and workmanship for a period of six (6) years from the date of original purchase from Renkus-Heinz, except for the “WR” (Weather Resistant) models. “WR” models because of their exposure to the elements carry a 3-year Limited Warranty. This warranty is extended to the original purchaser and all subsequent owners, provided a copy of the original dated bill of sale is presented when service is requested under warranty.

How to obtain service under this warranty

If your Renkus-Heinz product should require service, write, phone, fax or email us. See info on the rear page. We will either direct you to a local service agency or provide you with a Return Authorization (RA) number so that you can ship the product to our factory. Do not ship the product to us without first obtaining a RA number. Place the RA number on all boxes returned to the factory.

Merchandise returned to us for service under warranty must be accompanied by a copy of the original bill of sale, and shipped prepaid. You are responsible for transporting your product to our factory. We will pay the return shipping charges on all products repaired under warranty.

Failures not covered by this warranty

This warranty covers defects in manufacture only. It does not cover:

- 1) damage caused by accident, misuse, abuse, product modification or neglect.
- 2) damage incurred during shipment (you must claim these damages from the carrier).
- 3) damage resulting from failure to operate the product in accordance with the instruction manual;
- 4) damage resulting from attempted repairs by unauthorized personnel;
- 5) claims based on misrepresentations made by a sales agent of Renkus-Heinz.

No guarantee of fitness for a particular purpose

Renkus-Heinz makes no claims for its products as to fitness for a particular purpose, and therefore does not guarantee the performance of any Renkus-Heinz equipment in a particular application (such a guarantee is the dealer's responsibility). Renkus-Heinz guarantees that products will perform to published specifications, within the commercial tolerances accepted in the industry (errors and omissions are excluded from this guarantee).

Limitation of implied warranties

All implied warranties, including warranties of merchantability, are limited in duration to a period of six (6) years from the date of original purchase from Renkus-Heinz, except for the "WR" (Weather Resistant) models. "WR" models because of their exposure to the elements carry a 3-year Limited Warranty. Refer to rear page for details.

Exclusion of certain damages

Renkus-Heinz' liability is limited to the repair or replacement, at our option, of any defective product, and shall in no event include incidentally or consequential commercial damages of any kind. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the preceding limitation or exclusion may not apply to you.

Enhanced Warranty on Reference Point Arrays and other integrated systems

On integrated installed systems in which all clusters or loudspeakers, System Specific Amplifiers and Loudspeaker Specific Controllers are designed and manufactured by Renkus-Heinz, the six (6) year limited warranty described above is enhanced to include the replacement or reconing of diaphragms and woofers damaged by the malfunction of any Renkus-Heinz product in the system. Failures caused by errors in the initial wiring, or start-up accidents during system setup/initial testing, are specifically excluded.

WR (Weather Resistant) Models

- 1) Should be given preventive maintenance on a regular (at least yearly) schedule; any exterior damage repaired, woofer cones retreated with moisture retardant, etc.
- 2) Should be given additional protection (rain hoods, for example) in areas where extreme weather conditions are common.
- 3) Self-Powered models should be left on continually in high-humidity applications.



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