

Warranty Policies

SNA provides warranty coverage for new Steinberg products originally sold by Authorized Dealers located in the United States. Check our dealer locator for a list of U.S. Authorized Dealers. Steinberg products purchased from retailers other than SNA Authorized Dealers (whether via the Internet, or otherwise) will NOT be covered by Steinberg's warranties, and U.S. service centers will not repair such products under warranty.

All Steinberg hardware product qualifies for a 1 year warranty, including parts and labor.

OWNER'S RESPONSIBILITIES

1. Please read the Owner's Manual completely. The information provided in this manual covers installation, operation, safety precaution and, where applicable, routine maintenance.
2. Should warranty service be required, you will need to be able to provide reasonable proof of purchase. Please save your sales receipt or other similar document. In the case of contractor-installed equipment, a photocopy of the site acceptance document would be considered acceptable.
3. Notify your SNA Dealer of any alleged defect promptly upon discovery or contact SNA Support directly at steinbergproductinfo@yamaha.com or by letter to Steinberg Technical Support, 11711 N College Avenue Suite 190, Carmel IN 46032.

EXCLUSIONS

1. Products not specifically marketed for installation in areas exposed to the elements (sun, wind, rain, etc.) are not covered for defects that are attributable to this type of installation.
2. Products sold by retailers or sound contractors NOT authorized by SNA to sell Steinberg hardware products and those products whose trademark, name or identification numbers have been altered or removed are not covered by this warranty.
3. Product failures that are the result of abnormal strain, negligence, misuse, improper installation or operation, or failure to follow instructions contained in the owner's manual. Abuse, modification, or accidental damage are not covered by this warranty.
4. RFI/EMI (interference/noise) caused by improper grounding or the improper use of either certified or uncertified equipment is not covered by this warranty.
5. Products that have been, or have attempted to have been, repaired by anyone other than SNA or a party authorized by Steinberg.

THIS WARRANTY IS APPLICABLE FOR PRODUCT PURCHASED AND USED IN THE FIFTY (50) STATES OF THE USA AND THE DISTRICT OF COLUMBIA ONLY. IT IS NOT APPLICABLE IN THE POSSESSIONS OR TERRITORIES OF THE USA OR IN ANY OTHER COUNTRY. THIS IS THE ONLY EXPRESS WARRANTY WHICH YAMAHA MAKES IN CONNECTION WITH THE ABOVE LISTED PRODUCTS. ANY IMPLIED WARRANTY APPLICABLE TO THESE PRODUCTS, INCLUDING THE WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY. YAMAHA EXCLUDES AND SHALL NOT BE LIABLE IN ANY EVENT

FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY MAY LAST. THEREFORE, THESE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE

<https://helpcenter.steinberg.de/hc/en-us/articles/206530864-Contact-support>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.