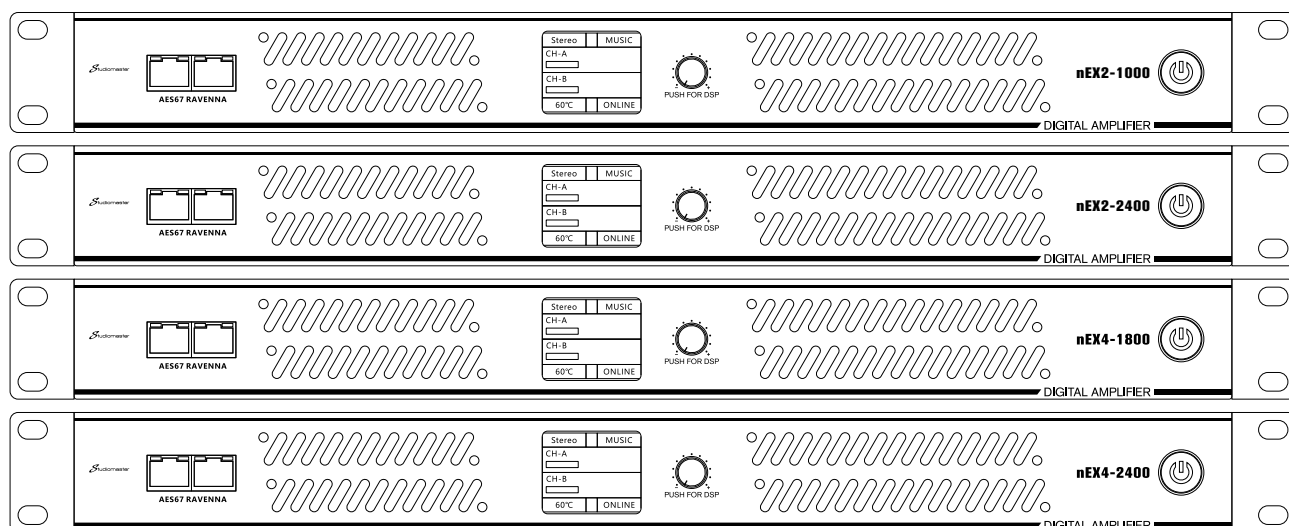




Owner's Manual

Professional Amplifier



nEX SERIES

This manual does not contain all the information about the design, production, and changes of the equipment, and does not cover all the conditions that may occur during the installation, use and maintenance.
The information provided in this manual is subject to product updates with prior notices.

IMPORTANT SAFETY INSTRUCTIONS

- 1、 The equipment can only be plugged in the power outlet that is indicated by the manual. Otherwise it may cause fire or electric shock.
- 2、 Do not place the container with liquid or small metal objects on the equipment. Otherwise, the liquid or metal falling into the equipment may cause fire or electric shock.
- 3、 Do not place the weight (including the equipment) on the power cord. Otherwise, it may damage the power cord, which can lead to fire or electric shock.
- 4、 Do not place the power cord in the vicinity of the heater. Otherwise it may lead to melting, causing a fire.
- 5、 Do not scratch, bend, twist, stretch or heat power cord. Otherwise, it may damage the power cord, which can lead to fire or electric shock.
- 6、 Only unplug the power cord with holding the insulation. Otherwise, it may damage the power cord and the socket, which can lead to fire or electric shock.
- 7、 Do not with wet hands to touch the power plug. Otherwise it may cause electric shock.
- 8、 Keep the equipment away from liquid and moisture. Otherwise it may cause fire or electric shock.
- 9、 Please do not the use the equipment in the following occasions:
 - _An unstable surface, such as a shaking table or tilted.
 - _A place where the air is exposed to high humidity or dusty environment.
 - _Exposed to an overheated environment, such as in a parked car or in direct sunlight.
 - _Exposed to liquid splash, such as steam, stoves, boilers, humidifiers and other places.
- 10、 There are ventilation holes in front and behind the equipment, do not block them.
- 11、 Please leave enough space around the equipment. Reserved space should not be less than: side 5cm, rear 10cm.
- 12、 If you want to move the equipment, please unplug the power and all the connecting cables. Otherwise, it may damage the cable, which can lead to fire or electric shock.
- 13、 Other content in the box (such as cushion, manual bag, desiccant, etc.) please put them in the place where children can not reach.
- 14、 Do not open the equipment cover. Otherwise may lead to electric shock. If you think the equipment needs to be repaired or maintained, please contact the authorized personnel.
- 15、 Do not modify the equipment. Otherwise, it may result in failure, fire or electric shock.
- 16、 If lightning strikes, please turn off the power as soon as possible, and unplug the power cord.
- 17、 The equipment output signal may be high voltage, there is a risk of electric shock, please use a dedicated connector.
- 18、 Connect the speakers to the amplifier output only with professional speaker cable. Use ineligible cables may cause fire.
- 19、 When connecting to the equipment, please turn off all the audio equipments and speakers.
- 20、 Before turning on the equipment, be sure to turn the volume knob to the minimum. Otherwise, a sudden burst of sound may damage your hearing.
- 21、 If you are not going to use the equipment for a longer period, please unplug the power cord from the AC power outlet. Otherwise it could cause a fire.
- 22、 If the power cord is damaged (such as cut or bare wire), get the replacement from authorized personnel. Or the equipment may cause fire or electric shock.
- 23、 If the equipment housing is damaged or fall from high, please immediately turn off the power switch, and unplug the power cord, and contact. Otherwise it may cause fire or electric shock.
- 24、 When any abnormality occurs, such as smoke, odor, etc., please immediately turn off the power switch, unplug the power cord, and contact. Otherwise, it may lead to fire or electric shock.
- 25、 The power on/off switch is triggered by a low-voltage control separate from main circuitry. When the switch is closed, itself is not equipment completely disconnected from the power grid. The only can be completely disconnected from the power grid by unplugging the power cord. The equipment is class I equipment, and the ground wire must be reliably connected to the socket with protective grounding.

1 Foreword

Thank you for trusting this product and purchasing our Class-D power amplifier!

Our company boasts a high-level R&D team, an experienced production team, and a highly qualified technical support team, ensuring the quality of our products. The product is stable and reliable in various usage environments, bringing you a pleasant experience.

In order to maximize the performance of the apparatus and provide you with a good user experience, please read this manual carefully.

1.1 Overview

The nEX series is a high-quality Class-D power amplifier developed for the fixed installation market. This series of digital power amplifiers features built-in DSP, supports AES67 network audio. This series continues the circuit architecture of our company's high-end performance series, utilizing our proprietary multi-loop control technology, and boasts excellent Technical indicators. It features high quality, high reliability, and strong adaptability. The design has been optimized for fixed installation, making operation easier. It is more intuitive and can better meet the needs of narrow spaces.

1.2 Product Feature

- a. 1U body, compact, lightweight, and structurally stable;
- b. Wide voltage adaptability range of AC100-240V ($\pm 10\%$);
- c. Supports AES67 network audio;
- d. Support DSP command;
- e. 1.8-inch TFT color LCD display;
- f. Modular design, easy to maintain.



1.3 DSP function

- a. Each input channel:
signal generator, noise gate, feedback suppression, delay, parametric equalizer, high and low-pass filter, expander, mute Audio. Gain, Inversion;
- b. Each output channel:
Delay, parametric equalization, high/low pass, compressor, limiter, mute, gain, inverter;
- c. Mixing:
Mixing, gain sharing, gain adjustment;
- d. Group:
Gain, Mute;
- e. Program management:
Save user programs, import and export;

1.4 How to use this manual

This manual provides the basic information necessary for the correct installation and use of the device, and does not cover all possible scenarios that may arise in practical engineering. For more information, please contact our technical support team, system installers, or authorized resellers. Please keep the sales slip or invoice for the apparatus you purchased, as it serves as proof of your purchase from our company. You will need to present it during product warranty service this credential.

1.5 Warning symbols

	<p>The exclamation mark inside the equilateral triangle serves as a reminder to users that there are important operation and maintenance (repair) instructions in this manual.</p>
	<p>The lightning bolt symbol with an arrowhead in an equilateral triangle is used to warn users that there is a non-insulated "hazard" inside the product casing voltage may pose a risk of electric shock.</p>

2 Installation

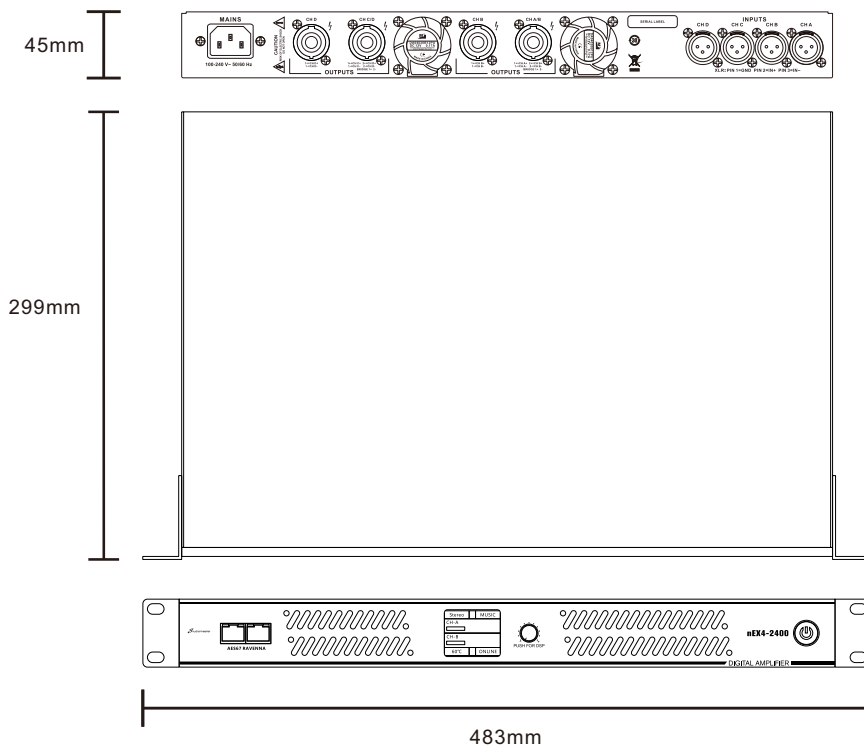
2.1 Check out of the box

Open packaging and check whether the equipment is damaged during transportation . If the equipment is damaged, please inform the shipping company immediately, only you have the right to request compensation for shipping damage. We will provide the necessary assistance in need for you.




It is recommended that you save all packaging materials. Do not transport the equipment without.

Packing list:			
amplifier	one pcs	User's manual	one pcs
Power cord	one pcs	Speakon connector	one pcs
Cushion	four pcs		

2.2 Outline dimensions

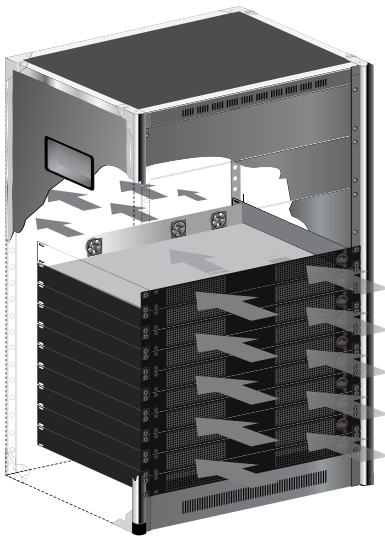


2.3 Installation preparation

	Warning: before installation, please confirm that you read the safety warning.
	Before installation, make sure that the power cord is not connected; The power switch is turned off; The volume knob is completely set to zero (counter clockwise to the limit).
	The equipment generates high power, around a strong magnetic field. Keep the signal-processing equipment away (preferably not less than 20cm), ortherwise may produce noise.

For the normal operation, following items are needed:

- 1、Input speaker cable
- 2、Output speaker cable
- 3、Ethernet cable (for Ethernet interface power amplifier)
- 4、Cabinets or equipment mounting rack




2.4 Cooling instructions

The cooling mode of the equipment is as follow: the cold air is sucked through the ventilation holes of the front panel, and the heat are emitted out from the rear panel. In order to ensure good heat dissipation, please put the equipment in the 0°C~40°C temperature, and ensure that the front and rear panel airway open. If the temperature exceeds 85 degrees, output voltage will amplifier decline. If the temperature goes up to 90 degrees, the power amplifier will be automatically shunted down, when the temperature dropped to a safe temperature,the equipment will resume operation automatically.

Please turn off the equipment and remove the dust net cover to clean up the dust from time to time.

2.5 Power cord

	The grounding terminal power cord must be grounded, otherwise there is a risk of electric shock!
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The power cord must have sufficient current capacity, AC power supply voltage and frequency must be in range of $\pm 10\%$ of the nominal value.

2.6 Input / output line

Common knowledge:

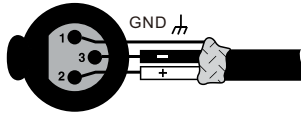
Try to use the shielded wire, the higher density shielding layer is the better.

Try to select balance connection for input, to reduce noise interference.

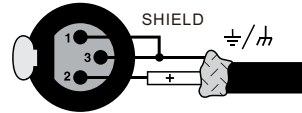
Selection of non balance connection, the shorter the better, preferably not more than 3m.

The weak signal line should avoid to parallel with the power line and the power output line, otherwise it might produce noise.

Before changing any connection, please turn off all equipments. Otherwise, it may cause damage to hearing and speakers.



Balanced analog input



Non balanced analog input connection

3 Operating instructions



Before installation, make sure that the power cord is not connected to the power outlet; the power switch is turned off; the volume knob is completely closed (counter clockwise to the limit).

3.1 Protecting loudspeakers

Clipping not only degrades sound quality but also damages the tweeter (once clipping occurs, the amplifier panel's CLIP light will illuminate, indicating that the tweeter driver is damaged), the indicator light determines whether clipping occurs, which can reduce the input signal to avoid clipping. Strong infrasonic signals can cause the loudspeaker drive circuit to burn out. The high-level, low-frequency signals resulting from breathing sounds or microphone drops are precisely such signals typical infrasonic wave signal. To prevent infrasonic wave signals, one of the following methods should be employed:

- a、Install a high-pass filter between the mixer output and the amplifier input.
- b、Turn on the high-pass filter in the mixer. Set the filter frequency as high as possible without

affecting the use. For example, set the filter frequency to 35HZ for music signals and 75HZ for microphones. For each input channel of the mixer, set the filter frequency below the lowest fundamental frequency of the relevant channel device.

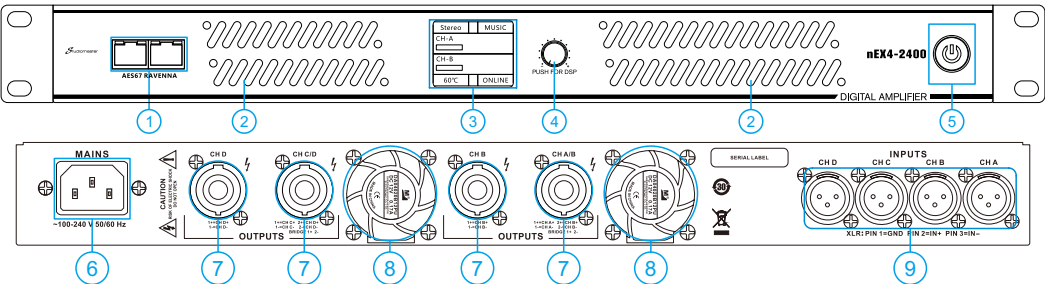
3.2 Attention

Although the amplifier will protect itself in abnormal situations, to achieve optimal performance and maximum safety, please pay attention when using it.

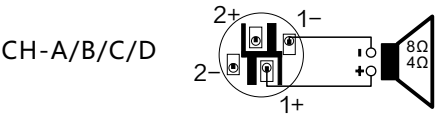
- 1、 Before use, the amplifier needs to be allocated, including the connection of input and output lines. Improper wiring can cause the apparatus to malfunction. For information on wiring and allocation, please refer to the "Installation" section of this manual.
- and configuration, please refer to the "installation" section of this manual.
- 2、 Be careful when making connections, selecting input signals, and commanding output levels. This can avoid unnecessary troubles.
- 3、 Do not short-circuit the output cable grounding wire and the input signal grounding wire. This will form a grounding loop and cause oscillation.
- 4、 Do not connect the output terminal to a power source, battery, or main power supply. Otherwise, it may cause electric shock.
- 5、 Tampering with or unauthorized modification of the circuit can be dangerous and render all services provided by the distributor invalid.
- 6、 Do not use the power amplifier when the yellow clipping LED is flashing continuously.
- 7、 Do not overload the mixer, otherwise it will send clipped signals to the power amplifier. The power amplifier will accurately reproduce such signals, the loudspeaker may be damaged.
- amplifier will accurately reproduce such signals, then the speaker may be damaged.
- 8、 Do not use the power amplifier under conditions below the nominal load. Too low a load may cause the power amplifier to enter output protection and over early clipping can damage the loudspeaker.
- 9、 After turning on the amplifier and allowing a signal to pass through, there may be lethal voltage present at the output interface.

Important notice: Our company will not be responsible for any damage caused by excessive use of other system components.

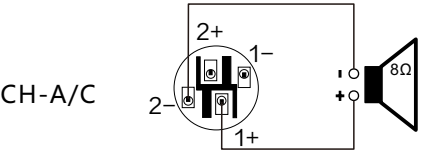
3.3 Operation panel



- 1. Ethernet interface: RJ45 network interface, supporting AES67 RAVENNA.
- 2. Cooling vents: Forced airflow passes through dustproof nets from front to back.
- 3. LCD display: 1.8-inch color TFT-LCD display.
- 4. Control knob: Rotate to select the DSP menu, and press for acknowledgement.
- 5. Power switch: Used for turning the power on and off. When the switch is pressed, the power is turned on; when the switch is released, the power is turned off.
- 6. Power input cable: Power cables of different specifications are allocated according to the power amplifier capacity.
- 7. In stereo mode, use the following method to connect the speaker to the socket:

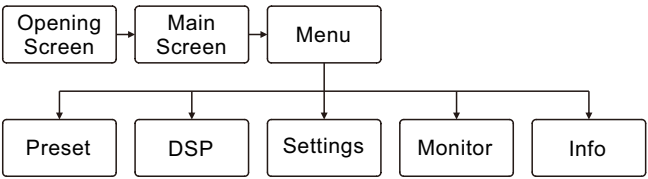


In the bridge mode, use the following method to connect the speaker to the dock:



- 8. Fan: Provides forced ventilation from front to back for cooling purposes.
- 9. Analog audio interface: balanced sound signal input plug.

4 Menu structure of display screen of power amplifier



Opening Screen

Turn on the power and the LCD screen will display.
After a few seconds Automatically enter the main page.

Main Screen

This page can
Display the output level / output clipping / output compression of each channel.
Display the machine operating temperature, network connection status.
Press to enter the operation menu.

Menu

1. Preset

- | | |
|--------------------|--|
| 00: System Default | Preset by the manufacturer or customized by the user,
a total of 20 preset modes can be stored. |
| 01: MUSIC | |
| 02: LIVE | |
| 03: SPEECH | |
| 04: | |
| 05: | |

2. DSP Control

- | | |
|---------------|--|
| Volume & Mute | Control the volume of each input channel. |
| Matrix | Control the mute of each output channel.
Audio routing and mixing matrix. |

3. Factory Reset

- Erase all data

4. Monitor

- | | |
|-------|--|
| V | Output voltage of each channel of power amplifier. |
| I | Output current of each channel of power amplifier. |
| TEMP | Operating temperature of power amplifier. |
| State | Whether all channels of power amplifier are protected. |

5. Info

- | | |
|---------------|---------------------------------------|
| Model | Power amplifier model. |
| Communication | Communication type: Network. |
| MD | Time stamp. |
| Run time | Total working time. |
| FW | Run time.
Firmware version number. |
-

Back

Go back to the previous directory.

5 DSP Function Parameters Description

Input Channels

- | | |
|-----------------------|---|
| Signal Generator | On/Off
Sine Wave: 20Hz-20kHz, step 1Hz; -60.0~0dBFS, step 0.1dBFS
White Noise: -60.0~0dBFS, step 0.1dBFS
Pink Noise: -60.0~0dBFS, step 0.1dBFS |
| Noise Gate | On/Off
Threshold: -90.0~-42.0dBFS, step 0.1dBFS
Attack Time: 0~1000ms, step 1ms
Release Time: 0~1000ms, step 1ms |
| Feedback Exterminator | On/Off, level 1, level 2, level 3 |
| Delay | On/Off
0~500ms, step 1/48ms, supports sample points, milliseconds, meters, feet units |

Parameter Equalizer	On/Off 7-band parameter equalizer, supports Peaking EQ/HIGH-shelf/ LOW-shelf/All-Pass Filter Gain: -24.0dB to +12.0dB, step 0.1dB Frequency: 20Hz to 20kHz, step 0.1Hz Bandwidth: 0.019 to 4.750, step 0.001
High Pass Filter	On/Off 20Hz to 19900Hz, step 0.1Hz Types: Butterworth 6/12/24/36/48, Bessel 12/24/36/48, Linkwitz-Riley 12/24/36/48
Low Pass Filter	On/Off 20.1Hz to 20000Hz, step 0.1Hz Types: Butterworth 6/12/24/36/48, Bessel 12/24/36/48, Linkwitz-Riley 12/24/36/48
Expander	On/Off Threshold: -40.0 to 0dBFS, step 0.1dBFS Ratio: 1.2:1, 1.5:1, 2:1, 3:1, 4:1, 6:1, 10:1, 20:1, 40:1, 128:1 Attack Time: 1 to 100ms, step 1ms Release Time: 100 to 6000ms, step 10ms
Mute	Mute/Unmute
Gain	-60.0 to +12.0dB, step 0.1dB
Phase Invert	0°/180°

Output Channels

Delay	On/Off 0 to 500ms, step 1/48ms, supports sample points, milliseconds, meters, feet units
Parameter Equalizer	On/Off 7-band parameter equalizer, supports PeakingEQ/HIGH-shelf/ LOW-shelf/All-Pass Filter Gain: -24.0dB to +12.0dB, step 0.1dB Frequency: 20Hz to 20kHz, step 0.1Hz Bandwidth: 0.019 to 4.750, step 0.001
High Pass Filter	On/Off 20Hz to 19900Hz, step 0.1Hz Types: Butterworth 6/12/24/36/48, Bessel 12/24/36/48, Linkwitz-Riley 12/24/36/48
Low Pass Filter	On/Off 20.1Hz to 20000Hz, step 0.1Hz Types: Butterworth 6/12/24/36/48, Bessel 12/24/36/48, Linkwitz-Riley 12/24/36/48

Compressor	On/Off Threshold: -40.0 to 0dBFS, step 0.1dBFS Ratio: 1.2:1, 1.5:1, 2:1, 3:1, 4:1, 6:1, 10:1, 20:1, 40:1, 128:1 Attack Time: 1 to 100ms, step 1ms Release Time: 100 to 6000ms, step 10ms
------------	--

Limiter	On/Off Threshold: -40.0 to 0dBFS, step 0.1dBFS
---------	---

Mute	Mute/Unmute
------	-------------

Gain	-60.0 to +12.0dB, step 0.1dB
------	------------------------------

Phase Invert	0°/180°
--------------	---------

Mixing

Mixing	Supports input, output full mixing
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Gain Sharing	Supports input channel gain sharing
--------------	-------------------------------------

Gain Adjustment	Supports input channel gain adjustment, -48 to +12dB, step 0.5dB
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Group

Gain	-60.0 to 0dB, step 0.1dB
------	--------------------------

Mute	Mute/Unmute
------	-------------

Program Management

Program	Supports saving up to 20 user programs, import, export, etc
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11 Specification

Model		nEX2-2400	nEX4-2400	nEX2-1000	nEX2-600	nEX2-400	nEX4-1800	nEX4-1200	nEX4-600	nEX4-400
Rated Output Power(THD+N=1%, 1kHz continue sine wave, all channel driving)	8Ω/Stereo	2X1200W	4X600W	2X500W	2X300W	2X200W	4X450W	4X300W	4X150W	4X100W
	4Ω/Stereo	2X1800W	4X900W	2X750W	2X450W	2X300W	4X675W	4X450W	4X225W	4X150W
	8Ω/Bridge	1X3600W	2X1800W	1X1500W	1X900W	1X600W	2X1350W	2X900W	2X450W	2X300W
Output RMS Voltage		98.0V	69.3V	63.2V	49.0V	40.0V	60.0V	49.0V	34.6V	28.2V
Default Gain		33.8dB	30.8dB	30.0dB	27.8dB	26.0dB	29.5dB	27.8dB	24.8dB	23.0dB
Max Input Level		+21dBu								
THD+N		Typical:0.05%(10%Rated Power,8Ω)								
Cross-talk		>75dB(20Hz-1kHz,below Rated Power)								
Frequency Response		<±0.5dB(10%Rated Power,20Hz-20kHz,8Ω)								
Input Impedance		20kΩ (Balance) , 10kΩ (Unbalance)								
Damp Factor		>500(20Hz-200Hz,8Ω)								
SNR		>100dB (A weighted,20Hz-20kHz,8Ω)								
Main Power		~100-240V(±10%),50/60Hz								
Protection		Over Temperature Voltage Limit, Overload Protection, Output DC Protection								
Dimension		483x45x299mm(WxHxD)								
Net Weight		5.4kg	5.8kg	4.8kg			5.2kg		4.8kg	

12 Power consumption and heat

Test signal: Pink Noise, bandwidth limited from 22Hz to 22kHz

1/8 power is typical of program material with occasional clipping. Refer to these figures for most applications.

1/3 power represents program material with extremely heavy clipping.

2x1200W

		Line Current(A)		Power(W)			Thermal Dissipation	
LOAD		220V	110V	IN	OUT	Dissipated	Btu/h	kcal/h
standby		0.2	0.5	50.0	0.0	50.0	170.6	43.0
1/8 power	8Ω/CH	2.2	4.4	478.6	300.0	178.6	609.4	153.6
	4Ω/CH	3.1	6.1	675.0	450.0	225.0	767.9	193.5
1/3 power	8Ω/CH	4.9	9.8	1075.6	800.0	275.6	940.7	237.1
	4Ω/CH	7.0	14.1	1550.0	1200.0	350.0	1194.4	301.0

2x800W

		Line Current(A)		Power(W)			Thermal Dissipation	
LOAD		220V	110V	IN	OUT	Dissipated	Btu/h	kcal/h
standby		0.2	0.3	35.0	0.0	35.0	119.4	30.1
1/8 power	8Ω/CH	1.5	2.9	320.7	200.0	120.7	412.0	103.8
	4Ω/CH	2.1	4.1	451.7	300.0	151.7	517.6	130.4
1/3 power	8Ω/CH	3.3	6.5	718.8	533.3	185.4	632.8	159.5
	4Ω/CH	4.7	9.4	1035.0	800.0	235.0	802.0	202.1

2x500W

		Line Current(A)		Power(W)			Thermal Dissipation	
LOAD		220V	110V	IN	OUT	Dissipated	Btu/h	kcal/h
standby		0.1	0.3	30.0	0.0	30.0	102.4	25.8
1/8 power	8Ω/CH	0.9	1.9	208.6	125.0	83.6	285.2	71.9
	4Ω/CH	1.3	2.6	290.4	187.5	102.9	351.2	88.5
1/3 power	8Ω/CH	2.1	4.2	457.4	333.3	124.0	423.2	106.7
	4Ω/CH	3.0	6.0	655.0	500.0	155.0	529.0	133.3

2x300W

		Line Current(A)		Power(W)			Thermal Dissipation	
LOAD		220V	110V	IN	OUT	Dissipated	Btu/h	kcal/h
standby		0.1	0.2	20.0	0.0	20.0	68.3	17.2
1/8 power	8Ω/CH	0.6	1.2	127.1	75.0	52.1	177.9	44.8
	4Ω/CH	0.8	1.6	176.3	112.5	63.8	217.6	54.8
1/3 power	8Ω/CH	1.3	2.5	276.4	200.0	76.4	260.8	65.7
	4Ω/CH	1.8	3.6	395.0	300.0	95.0	324.2	81.7

4x600W

		Line Current(A)		Power(W)			Thermal Dissipation	
LOAD		220V	110V	IN	OUT	Dissipated	Btu/h	kcal/h
standby		0.2	0.5	50.0	0.0	50.0	170.6	43.0
1/8 power	8Ω/CH	2.2	4.4	478.6	300.0	178.6	609.4	153.6
	4Ω/CH	3.1	6.1	675.0	450.0	225.0	767.9	193.5
1/3 power	8Ω/CH	4.9	9.8	1075.6	800.0	275.6	940.7	237.1
	4Ω/CH	7.0	14.1	1550.0	1200.0	350.0	1194.4	301.0

4x450W

		Line Current(A)		Power(W)			Thermal Dissipation	
LOAD		220V	110V	IN	OUT	Dissipated	Btu/h	kcal/h
standby		0.2	0.4	40.0	0.0	40.0	136.5	34.4
1/8 power	8Ω/CH	1.6	3.3	361.4	225.0	136.4	465.6	117.3
	4Ω/CH	2.6	5.2	571.3	382.5	188.8	644.1	162.3
1/3 power	8Ω/CH	3.7	7.4	809.2	600.0	209.2	714.0	179.9
	4Ω/CH	6.0	12.0	1315.0	1020.0	295.0	1006.7	253.7

4x300W

		Line Current(A)		Power(W)			Thermal Dissipation	
LOAD		220V	110V	IN	OUT	Dissipated	Btu/h	kcal/h
standby		0.1	0.3	30.0	0.0	30.0	102.4	25.8
1/8 power	8Ω/CH	1.1	2.2	244.3	150.0	94.3	321.8	81.1
	4Ω/CH	1.6	3.1	342.5	225.0	117.5	401.0	101.1
1/3 power	8Ω/CH	2.5	4.9	542.8	400.0	142.8	487.4	122.8
	4Ω/CH	3.5	7.1	780.0	600.0	180.0	614.3	154.8

4x150W

		Line Current(A)		Power(W)			Thermal Dissipation	
LOAD		220V	110V	IN	OUT	Dissipated	Btu/h	kcal/h
standby		0.1	0.2	25.0	0.0	25.0	85.3	21.5
1/8 power	8Ω/CH	0.6	1.2	132.1	75.0	57.1	195.0	49.1
	4Ω/CH	0.9	1.8	202.1	127.5	74.6	254.5	64.1
1/3 power	8Ω/CH	1.3	2.6	281.4	200.0	81.4	277.8	70.0
	4Ω/CH	2.0	4.1	450.0	340.0	110.0	375.4	94.6

13 Maintenance

The internal circuit of the equipment is very complicated and can only be maintained by the trained professional technicians. If a failure occurs, contact our technical support.

Do not transport any accessories with the equipment, such as power lines, manuals, etc. These items are not required for maintenance, and we are not responsible for these items.

Adequate protection must be applied the equipment. We recommend the use of the original packaging materials.

14 Packing directions

If you transport the unit with your own packaging, the simple packaging at least meets the following requirements:

- a、 Use the double-layer carton which has passed the 275 PSI (PSI: pressure units, 1kg/cm² approximately 14.5 PSI) burst test, and leave 8cm space to fill the solid foam polystyrene against six surfaces.
- b、 Use enough sealing tape to seal the carton.
- c、 Do not use thin carton. The damage due to the poor packaging will not be counted in the warranty.

15 Maintenance outside the warranty

First we will diagnose the equipment, and inform you the maintenance fee, which shall be settled prior to repair. If you do not agree with the diagnoses, please contact the company customer service center to reclaim equipment as soon as possible.

16 Warranty

We provide three (3) years warranty from the buying date, for any reason caused failure (to the exclusion of items not included in the scope of the warranty).

17 Items not included in the warranty

Warranty applies only to new products within the warranty period. This warranty does not cover following cases: damages due to improper use, accident; losses covered by the insurance contract; serial number defaced, modified or erased; damages caused by improper transport packaging; unauthorized maintenance or modification of the product.

18 Warranty responsibility

For any defects, regardless of the cause of the malfunction (excluding items that are not covered), we will provide remedies through repair, replacement, or refund. Unless you agree, or if we are unable to provide replacement services, and repairs fail to resolve the issue or cannot be provided in a timely manner, we will not opt for a refund.

If a refund is chosen, you must return the faulty or non-functioning product to us free of charge, without any liens or mortgages retained. The refund should be equivalent to the actual purchase price, excluding interest, insurance, handling fees, and other payable expenses for reasonable depreciation of the product since the date of purchase.

Warranty repairs can only be performed at authorized repair centers or factories. We will repair the product defects and ship the product within a reasonable time after the authorized repair center or factory receives the defective product.

19 How to obtain warranty service

You must inform us your warranty service in the warranty period. Our authorized service center takes the corresponding quality assurance measures within the reasonable time after receiving the defective products. If you are not satisfied with the result of the repair, please inform us immediately.

20 Indirect or accidental damage Disclaimer

You have no right to receive any compensation for any damage caused by any defects in our new products, include any damage caused by this type of defect to other products.

The company is not responsible for any loss incurred directly or indirectly as a result of equipment damage.

21 Warranty modification

No one has the right to expand, or modify this warranty. This warranty will not be prolonged because you did not use the equipment.

22 Design change

We reserve the right to change the design of any product at any time without notice, and do not undertake the obligation to make corresponding changes to the products previously produced.

23 Buyers legal remedy

After the expiration of the warranty, the company will have the right to stop the implementation of any quality assurance measures.

This statement will take precedence over any other statements contained in this manual.

*S*tdiomaster