



# PARASOUND

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## **Parasound's USA Limited Warranty (applies to all warranty effective dates):**

**The following Warranty is valid in the USA Only**

[For products purchased in USA after \*\*September 1, 2016\*\*](#)

[For products purchased in USA after January 1, 2009](#)

[For products purchased in USA after September 1, 2006](#)

[For products purchased in USA between January 1, 1998 & August 31, 2006](#)

### **Warranty repair outside the USA**

Warranty and all terms, scope and duration of warranty for products purchased outside the USA is provided solely by the Parasound International Authorized Distributor in the country where product was purchased. Our International Authorized Distributors are independent businesses and are under no obligation to provide warranty repairs for Parasound products that were not imported by them. You can find our International Authorized Distributors at [International Distributors](#).

### **Parasound Warranty Information**

**EFFECTIVE DATE: September 1, 2016**

#### **Scope and Duration of Warranty**

Subject to the terms and conditions stated below, Parasound Products, Inc. ("Parasound") warrants to the original owner that this Product shall be free from defects in workmanship or materials as follows:

#### **For Parasound Halo Electronic Products**

Excepting moving parts, remote controls, lasers, front panel displays and video screens, the warranty period is for a term of five (5) years for parts and five (5) years for labor, from the date when the Product was purchased from an Authorized Parasound Dealer, Authorized Parasound Custom Installer, or Authorized Parasound Reseller. For moving parts, remote controls, lasers, front panel displays and video screens within an Electronic Product, the warranty period is for a term of two (2) years, for both parts and labor.

#### **For Parasound ZoneMaster Electronic Products**



# PARASOUND

Excepting moving parts, remote controls, lasers, front panel displays and video screens, the warranty period is for a term of three (3) years for parts and three (3) years for labor, from the date when the Product was purchased from an Authorized Parasound Dealer, Authorized Parasound Custom Installer, or Authorized Parasound Reseller. For moving parts, remote controls, lasers, front panel displays and video screens within an Electronic Product, the warranty period is for a term of two (2) years, for both parts and labor

## **For Parasound Z Electronic Products**

Excepting moving parts, motors, remote controls and front panel displays, the warranty period is for a term of two (2) years for parts and two (2) years for labor, from the date when the Product was purchased from an Authorized Parasound Dealer, Authorized Parasound Custom Installer, or Authorized Parasound Reseller. For moving parts, remote controls, lasers, front panel displays and video screens within an Electronic Product, the warranty period is for a term of two (2) years, for both parts and labor.

## **For Parasound NewClassic Electronic Products**

Excepting moving parts, remote controls, lasers, front panel displays and video screens, the warranty period is for a term of three (3) years for parts and three (3) years for labor, from the date when the Product was purchased from an Authorized Parasound Dealer, Authorized Parasound Custom Installer, or Authorized Parasound Reseller. For moving parts, remote controls, lasers, front panel displays and video screens within an Electronic Product, the warranty period is for a term of two (2) years, for both parts and labor.

## **For Parasound C-series In-wall Speakers, In-ceiling Speakers, In-wall Subwoofer and Subwoofer Crossover**

The warranty period is for a term of five (5) years for parts and five (5) years for labor, from the date when the Product was purchased from an Authorized Parasound Dealer, Authorized Parasound Custom Installer, or Authorized Parasound Reseller.

## **Limitations on Persons and Products Covered**

This warranty, and all rights provided hereunder, are limited to the original owner. In the event that the original owner transfers ownership of the Product prior to expiration of the applicable term stated in "Scope of Duration" above, this Warranty shall terminate in its entirety upon the date of such transfer. In addition, Parasound does not warrant in any way Products which are purchased from anyone who is not an Authorized Parasound Dealer, Custom Installer, System Integrator, or Reseller. Therefore, if this Product falls into any of the foregoing categories, this Warranty is void.

## **What Parasound Will Do Under the Warranty**

In the event of any defect covered by this Warranty, Parasound shall without charge provide all parts and materials and, during the period applicable to labor, will also provide all labor necessary to restore the Product to its original specifications, and shall return the Product to its owner at Parasound's expense within the U.S. only. In the alternative, Parasound may at its sole



# PARASOUND

option either replace the Product without charge, or if replacement is not commercially practicable or repair or replacement cannot be accomplished within a reasonable time, Parasound may refund the purchase price of the Product, subject, where appropriate, to reasonable depreciation for actual use in accordance with applicable laws in full satisfaction of its warranty obligations, Parasound will undertake to complete the repair and return of the Product as soon as circumstances permit, unless prevented by causes beyond its reasonable control.

**LIMITATIONS ON PARASOUND'S OBLIGATIONS UNDER THE WARRANTY**  
PARASOUND'S SOLE OBLIGATION UNDER THIS WARRANTY SHALL BE TO REPAIR OR REPLACE THE PRODUCT, OR AT ITS OPTION, REFUND THE PURCHASE PRICE, AS PROVIDED FOR HEREINABOVE. PARASOUND DOES NOT WARRANT AGAINST, NOR SHALL IT BE LIABLE FOR ANY OF THE FOLLOWING: REMOVAL OR INSTALLATION CHARGES; SHIPPING EXPENSES TO PARASOUND OR ITS AUTHORIZED SERVICE FACILITY; LOSS OF USE; PROPERTY DAMAGE OF ANY KIND; OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSSES OF ANY KIND.

Note: Some states do not allow exclusions or limitation of consequential damages, so the foregoing exclusions may not apply to you.

## **Exclusions: Parts and Occurrences That Are Not Covered by the Warranty**

In addition to the exclusions stated in "Limitations on Persons and Products Covered" above, this Warranty does not cover any of the following: (a) glass or plastic panels, cabinetry, trim, or other appearance items (except where they are defective at the time of original sale and the Product is delivered for repair within the first thirty (30) days thereafter); (b) batteries or failure of or damage to the Product caused by batteries; (c) failures arising from accident, catastrophe, misuse, neglect, or failure to properly connect and operate the Product in accordance with the accompanying instructions or specifications; (d) failure of moving parts, remote controls, lasers, front panel displays and video screens occurring more than two (2) years after purchase, even though the Product may otherwise still be under warranty, as provided in "Scope and Duration" above; (e) failures of any kind in Products which evidence any tampering, alteration, defacement of their serial numbers, or attempted servicing by anyone other than Parasound or an Authorized Parasound Service Facility; and (f) failures arising from improper installation of the Product or incompatibility of other components in the system of which the Product is a part; and Parasound shall have no liability or obligation of any kind with respect to any of the foregoing types of failures.

## **What the Owner Must do to Obtain Service Under This Warranty**

To obtain service under this Warranty, the owner must first telephone Parasound's Technical Services Department at the telephone number shown below, to obtain instructions on how to proceed. In the event that Parasound directs that the Product be returned, the owner will be given a Return Authorization Number, which must appear on the outer carton when the Product is returned. Products received without a visible Return Authorization Number will not be entitled to treatment under this Warranty and will be returned unopened. The owner must in all events, at



# PARASOUND

the owner's expense, arrange for any necessary de-installation of the Product; and, if Parasound requests that the Product be returned, must at the owner's expense deliver or ship the Product, properly packaged, prepaid, and insured, to Parasound at the address below, or to an Authorized Parasound Service Facility. In addition, the owner must provide evidence that the Product is at the time of delivery within the scope of this Warranty, by including the original or a legible copy of the dated sales receipt with the Product when submitted for repair. All Products must also be accompanied by the owner's name, address, and telephone number.

## **What the Owner Must Pay For**

As noted above, the owner must arrange and pay any expense for removing the Product from its installation and for delivering it to Parasound or the Authorized Parasound Service Facility. Upon return of the Product to the owner following repair or replacement, it shall be the owner's responsibility to arrange and pay for any reinstallation which may be required. In addition, it shall be the owner's obligation to pay for any repairs made to Products for which the owner has failed to include a legible copy or the original of the dated sales receipt with the product when delivered for service, or which are otherwise subject to the exclusions noted above, and must also pay applicable labor charges for any Product on which the labor portion of the Warranty has expired, at Parasound's or its Authorized Service Facility's then-current repair rates.

## **How to Learn Where the Nearest Authorized Parasound Service Facility Is or Obtain Answers to Other Questions Concerning This Warranty**

In order to learn the name and address of the nearest Authorized Parasound Service Facility, obtain instructions on how to obtain service for a Product, or obtain the answers to any other questions you may have concerning this Warranty, you may telephone Parasound between the hours of 9:00 a.m. and 5:00 p.m. Pacific Time, Monday through Friday, at 415-397-7100, or email our Tech dept. at [service@parasound.com](mailto:service@parasound.com), or write to:

Technical Services Department, Parasound Products, Inc., 2250 McKinnon Avenue, San Francisco, CA 94124.

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