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Warranty Brochure

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Warranties

New Amplifier Purchased

- All new CRESCEND Power amplifiers are warranted against defects in material and workmanship for three years except the LDA and RPA-SAT-47 series. The limit of liability under this warranty is to repair or replace any products or parts found defective.
- All VoCom, LDA and RPA amplifiers are warranted against defects in material and workmanship for one year. The limit of liability under this warranty is to repair or replace any products or parts found defective.
- Warranty does not cover failures caused by lighting, power surges, water damage, etc. Also failures caused by faulty installation, or by the use of products not supplied by warrantor, damage caused by abuse of the product, shipping damages and unauthorized modifications.

NOTE: New product returned for refund is subject to a 25% restocking fee. Purchases must be returned within 30 days from date of invoice and must be in the original packaging. After 30 days, purchase is non-refundable.

Repaired Amplifiers

- All warranty returns shall be shipped freight prepaid by the customer. Crescend will pay the return freight charges to the customer via UPS ground within the United States only.
- Repairs performed by Crescend are warranted against defects in material and workmanship for three months. The limit of liability under this warranty is to cover only that which was performed in the original repair.
- Amplifiers returned to Crescend for repair that are not found to be defective will be subject to a minimum \$100.00 diagnostic and testing fee. This applies to warranty and non-warranty amplifiers.

RMA Instructions

- Visit Crescend's Website to request a Return Authorization Number. Un-used RA numbers expire in 15 days from the date of issue.
- Pack the amplifiers in its original box and packing material to prevent shipment damage.
- Provide return address, telephone, contact person, and completed description of the problem.
- Customer is responsible for the cost of the amplifier's return shipment.

Special Instructions

Unpacking and Inspection

This equipment has been operated, tested and calibrated at the factory. Only in the event of severe shocks or other mistreatment should any substantial readjustment be required. Carefully open the container(s) and remove the amplifier modules. Retain all packing material that can be reassembled in the event that the unit must be returned to the factory.

CAUTION: Exercise care in handling equipment during inspection to prevent damage caused by rough or careless handling.

Visually inspect the amplifier module for damage that may have occurred during shipment. Check for evidence of water damage, bent or warped chassis, loose screws or nuts, or extraneous packing material in the connector or fans. Inspect the rear panel connector for bent connector pins. If the equipment is damaged, a claim should be filed with the carrier once the extent of any damage is assessed. We cannot stress too strongly the importance of IMMEDIATE careful inspection of the equipment and the subsequent IMMEDIATE filing of the necessary claims against the carrier if necessary. If possible, inspect the equipment in the presence of the delivery person. If the equipment is damaged, the carrier is your first area of recourse. If the equipment is damaged and must be returned to the factory, write or phone for a return authorization. Crescend may not accept returns without a return authorization. Claims for loss or damage may not be withheld from any payment to Crescend, nor may any payment due be withheld pending the outcome thereof.

WE CANNOT GUARANTEE THE FREIGHT CARRIER'S PERFORMANCE.

More Information on next page/back of brochure

Rack Mounting

If the amplifier is ready to mount on a standard EIA 19" rack or equivalent cabinet, there must be enough space around the mounted amplifier to permit free flow of cooling air.

RF Connections

Confirm that the exciter power output level is compatible with the amplifier power input requirement.

Do not exceed the maximum drive level indicated in the amplifier specification.

Return Packaging Procedures

To insure safe shipment of the amplifier, reuse the original packing material whenever possible. If not available, contact us for a packing kit.

Place the RMA number on the outside of the box that is being returned.

Amplifier Service Procedures

Since field adjustments are minimal, if required at all, the primary service function is that of verifying the proper operation of the amplifier and troubleshooting failures to the module level.

If it is necessary to verify the proper operation of the amplifier, the test setup illustrated in the service manual is recommended. The output connection to the watt meter should be directly onto the meter.

Should you need a service manual, please contact Crescend's customer service department.

Monday thru Friday, 8 am to 5 pm
(Central Standard Time)