



SONOS

THE WIRELESS HiFi SYSTEM



Important Product Information



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Sonos uses MSNTP software, which was developed by N.M. Maclaren at the University of Cambridge.

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Technical Support

- **Web site**
 - Visit our Web site at www.sonos.com/support. There you can visit our Forums, browse our Frequently Asked Questions (FAQ) pages, or request assistance.
- **Email**
 - Support@sonos.com
- **Telephone**
 - UK 0808 2346596
 - US and Canada (English) 1 800 680 2345
 - Australia 03 9874 0800 (see page 37 for additional information)
 - Austria 0800 291 623
 - Belgium 0800 38904
 - Brazil 0800 025 0827
 - China (English) 49(0)1803447000
 - China (Mandarin) 400 664 9889
 - France 0800 910 769
 - Germany 0800 000 5339
 - Italy 800 972444
 - Mexico 01 800 083 5513
 - Netherlands 0800 0234361
 - Spain 0917 482942
 - Sweden 0207 93593
 - Switzerland 0800 56 25 25

If your country is not listed here, please visit www.sonos.com/support to find the correct telephone number for your country.

Regulation Information

Europe

Sonos declares that this product herewith complies with the requirements of the EMC Directive 2004/108/EC, the Low Voltage Directive 2006/95/EC, RoHS Directive 2011/65/EU and the R&TTE Directive 1999/5/EC when installed and used in accordance with the manufacturer's instructions. A copy of the full Declaration of Conformance may be obtained at www.sonos.com/support/policies.

Ⓢ Ⓡ Ⓢ Attention In France, operation is limited to indoor use within the band 5150-5350 MHz.

Sonos certifie que ce produit est conforme aux exigences de la directive CEM 2004/108/EC, de la directive basse tension 2006/95/EC, RoHS Directive 2011/65/EU et de la directive 1999/5/EC sur les équipements hertziens et les équipements terminaux de télécommunications, sous réserve d'une installation et d'une utilisation conformes aux instructions en vigueur du fabricant. Une copie complète de la Déclaration de conformité est disponible sur le site www.sonos.com/support/policies.

Ⓢ Ⓡ Ⓢ Attention. En France, l'utilisation en intérieur est limitée à la bande de fréquences 5150-5350 MHz.

Sonos erklärt hiermit, dass dieses Produkt den Anforderungen der EMV-Richtlinie 2004/108/EC, der Niederspannungsrichtlinie 2006/95/EC, RoHS Directive 2011/65/EU und der R&TTE-Richtlinie 1999/5/EC entspricht, sofern es den Anweisungen des Herstellers gemäß installiert und verwendet wird. Die vollständige Konformitätserklärung finden Sie unter www.sonos.com/support/policies.

A Sonos declara que este produto está em conformidade com os requisitos da Directiva CEM 2004/108/CE, da Directiva de Baixa Tensão 2006/95/CE, da Directiva RoHS (Restrição de Substâncias Perigosas) 2011/65/EU e da Directiva ETRT 1999/5/CE quando montado e utilizado de acordo com as instruções do fabricante. Uma cópia completa da declaração de conformidade pode ser obtida em www.sonos.com/support/policies.

Sonos intygar att den här produkten härmed följer kraven i EMC-direktivet 2004/108/EC, lågspänningsdirektivet 2006/95/EC, RoHS-direktivet 2011/65/EU och R&TTE-direktivet 1999/5/EC när den installeras och används i enlighet med tillverkarens instruktioner. En kopia av hela Konformitetsdeklarationen finns på www.sonos.com/support/policies.

Sonos verklaart dat dit product voldoet aan de vereisten van de EMC-richtlijn 2004/108/EG, de laagspanningsrichtlijn 2006/95/EG, de RoHS-richtlijn 2011/65/EU en de R&TTE-richtlijn 1999/5/EG indien

geïnstalleerd en gebruikt in overeenstemming met de instructies van de fabrikant. Een kopie van de volledige conformiteitsverklaring is beschikbaar op www.sonos.com/support/policies.

Sonos dichiara che il presente prodotto è conforme ai requisiti della direttiva EMC 2004/108/EC, della direttiva Bassa tensione 2006/95/EC, della direttiva RoHS 2011/65/EU e della direttiva R&TTE 1999/5/EC, se installato e utilizzato in conformità alle istruzioni del produttore. Una copia della Dichiarazione di conformità completa è disponibile all'indirizzo www.sonos.com/support/policies.

Sonos declara que este producto cumple los requisitos de la Directiva EMC 2004/108/EC, la Directiva de bajo voltaje 2006/95/EC, la Directiva RoHS 2011/65/EU y la Directiva R&TTE 1999/5/EC si se instala y utiliza de conformidad con las instrucciones del fabricante. Podrá obtener una copia de la declaración de conformidad completa en www.sonos.com/support/policies.

Sonos erklærer, at dette produkt hermed overholder kravene i EMC-direktiv 2004/108/EF, lavspændingsdirektivet 2006/95/EF, RoHS-direktivet 2011/65/EF og radioudstyrsdirektivet 1999/5/EF efter installation og anvendelse i henhold til producentens instruktioner. En kopi af den fulde overensstemmelseserklæring kan hentes på www.sonos.com/support/policies.

H Sonos δηλώνει δια της παρούσης ότι το παρόν προϊόν συμμορφώνεται ως προς τις απαιτήσεις της Οδηγίας για την ηλεκτρομαγνητική συμβατότητα 2004/108/EK, της Οδηγίας σχετικά με το ρεύμα χαμηλής τάσης, 2006/95/EK, της Οδηγίας για τον περιορισμό των επικίνδυνων ουσιών 2011/65/EE και της Οδηγίας σχετικά με τον ραδιοεξοπλισμό και τον τηλεπικοινωνιακό τεμαχικό εξοπλισμό 1999/5/EK, όταν εγκαθίσταται και χρησιμοποιείται σύμφωνα με τις οδηγίες του κατασκευαστή. Μπορείτε να βρείτε ένα αντίγραφο της πλήρους δήλωσης συμμόρφωσης στη διεύθυνση www.sonos.com/support/policies.

Sonos ilmoittaa, että tämä tuote täyttää EMC-direktiivin 2004/108/EY, pienjännitedirektiivin 2006/95/EY, RoHS-direktiivin 2011/65/EY ja R&TTE-direktiivin 1999/5/EY vaatimukset, kun se asennetaan ja sitä käytetään valmistajan ohjeiden mukaisesti. Täydellinen vaatimustenmukaisuusvakuutus on saatavana osoitteessa www.sonos.com/support/policies.

USA

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed

and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- All Sonos devices have in-products antennas. Users cannot reorient or relocate the receiving antenna without modifying the product
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Caution: Modifications not expressly approved by the manufacturer may void the user's authority to operate the equipment under FCC rules.

Canada

This Class B digital apparatus complies with Canadian ICES-003 and RSS-210. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

The installer of this radio equipment must ensure that the product is located such that it does not emit RF field in excess of Health Canada limits for the general population; consult Safety Code 6, obtainable from Health Canada's Web site www.hc-sc.gc.ca/rpb. As mentioned before, the installer cannot control the antenna orientation. However, they could place the complete product in a way that causes the problem mentioned above.

The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

Be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Canada

Cet appareil numérique de classe B est conforme aux normes NMB-003 et CNR-210 en vigueur au Canada. Son fonctionnement est soumis aux deux conditions suivantes : (1) Cet appareil ne doit pas créer d'interférences nuisibles. (2) Cet appareil doit tolérer toutes les interférences reçues, y compris les interférences pouvant entraîner un fonctionnement indésirable.

L'installateur du présent matériel radio doit veiller à ce que le produit soit placé ou orienté de manière à n'émettre aucun champ radioélectrique supérieur aux limites fixées pour le grand public par le ministère fédéral Santé Canada ; consultez le Code de sécurité 6 sur le site Web de Santé Canada à l'adresse : www.hc-sc.gc.ca/rpb. Comme indiqué auparavant, l'installateur ne peut pas contrôler l'orientation de l'antenne. Il peut néanmoins placer le produit tout entier de manière à provoquer le problème décrit ci-dessus.

Les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

Les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5250-5350 MHz et 5650-5850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

RF Exposure Requirements

To comply with FCC and Industry Canada exposure essential requirements, a minimum separation distance of 20cm (8 inches) is required between the equipment and the body of the user or nearby persons.

Exigences en matière d'exposition aux radiofréquences

Pour satisfaire aux exigences essentielles de la FCC et d'Industrie Canada concernant l'exposition, une distance minimum de 20 cm (8 pouces) doit être respectée entre l'équipement et l'utilisateur ou des personnes se trouvant à proximité.

Recycling Information



This symbol on the product or on its packaging indicates that this product shall not be treated as household waste. Instead please deliver it to the applicable collection point for the recycling of electrical and electronic equipment. By recycling this product correctly, you will help conserve natural resources and prevent potential negative environmental consequences. For more detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Important Safety Information (English)

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.

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4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry soft cloth. Household cleaners or solvents can damage the finish on your Sonos components.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus that produce heat.
9. Protect the power cable from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
10. Only use attachments/accessories specified by the manufacturer.
11. Unplug this apparatus during lightning storms or when unused for long periods of time.
12. Refer all servicing to Sonos qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cable or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
13. The Mains plug should be readily available to disconnect the equipment.



14. Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

15. Do not expose apparatus to dripping or splashing and do not place objects filled with liquids, such as vases, on the apparatus.



16. **Altitude Warning** (applicable to China only): Use only at altitudes not more than 2000m above sea level.



17. **Climate Warning** (applicable to China only): Use only in non-tropical conditions.

Wichtige Sicherheitsinformationen (Deutsch)

1. Lesen Sie diese Anweisungen.
2. Bewahren Sie diese Anweisungen auf.
3. Beachten Sie alle Warnungen.
4. Befolgen Sie alle Anweisungen.
5. Verwenden Sie das Gerät nicht in der Nähe von Wasser.
6. Reinigen Sie die Geräte nur mit einem trockenen, weichen Tuch.
7. Blockieren Sie keine Lüftungsöffnungen. Befolgen Sie bei der Installation die Anweisungen des Herstellers.
8. Installieren Sie das Produkt nicht in der Nähe von Wärmequellen, wie z. B. Heizkörpern, Warmluftauslässen, Öfen oder anderen Geräten, die Wärme produzieren.

9. Verhindern Sie, dass auf das Netzkabel getreten oder dass es geklemmt wird. Dies gilt insbesondere für Stecker und den Austrittsort der Kabel am Gerät.

10. Verwenden Sie ausschließlich die durch den Hersteller spezifizierten Zubehörprodukte.

11. Trennen Sie das Gerät bei Gewitter oder längeren Nutzungspausen von der Stromversorgung.

12. Lassen Sie alle Wartungsarbeiten von qualifiziertem Sonos-Service-Personal durchführen. Eine Wartung ist erforderlich, wenn das Gerät beschädigt wurde, z. B. bei beschädigten Netzkabeln oder Steckern, wenn Flüssigkeit über dem Produkt verschüttet wurde oder Objekte hineingefallen sind, das Gerät Feuchtigkeit oder Regen ausgesetzt war, nicht ordnungsgemäß funktioniert oder heruntergefallen ist.

13. Der Netzstecker sollte gut zugänglich sein, um das Gerät jederzeit von der Stromversorgung trennen zu können.



14. Warnung: Setzen Sie das Gerät nicht Regen oder Feuchtigkeit aus, um das Risiko eines Brandes oder Stromschlags zu reduzieren.

15. Platzieren Sie keine mit Flüssigkeit gefüllten Behälter, wie z. B. Vasen, auf dem Gerät, um es vor Spritzwasser zu schützen.

Belangrijke veiligheidsinformatie (Nederlands)

1. Lees deze instructies.

2. Bewaar deze instructies.

3. Neem alle waarschuwingen in acht.

4. Volg alle instructies op.

5. Gebruik deze apparatuur niet in de buurt van water.

6. Maak de apparaten alleen schoon met een droge, zachte doek. Huishoudelijke schoonmaak- of oplosmiddelen kunnen de afwerking van Sonos-componenten beschadigen.

7. Blokkeer de ventilatiegaten niet. Installeer apparaten volgens de instructies van de fabrikant.

8. Installeer apparaten niet in de buurt van warmtebronnen, zoals radiatoren, ventilatieroosters, kachels of andere apparaten die warmte afgeven.

9. Zorg ervoor dat er niet over het netsnoer kan worden gelopen en dat dit niet bekneld kan raken, vooral niet bij de stekkers, bij stopcontacten en op het punt waar de snoeren het apparaat verlaten.

10. Gebruik alleen door de fabrikant gespecificeerde accessoires.

11. Haal bij onweer of als u het apparaat gedurende een lange periode niet gebruikt, de stekker uit het stopcontact.

12. Laat alle onderhoud uitvoeren door gekwalificeerd onderhoudspersoneel van Sonos. Onderhoud is nodig wanneer het apparaat schade heeft opgelopen, bijvoorbeeld wanneer een netsnoer of stekker is beschadigd, vloeistof of een voorwerp in het apparaat is terechtgekomen, het apparaat is blootgesteld aan regen of vocht, het apparaat niet naar behoren functioneert of het apparaat op de grond is gevallen.

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13. De stekker in het stopcontact moet gemakkelijk bereikbaar zijn om de stroomvoorziening af te kunnen sluiten.



14. Waarschuwing: Stel het apparaat niet bloot aan regen of vocht om het risico op brand of elektrische schokken te beperken.

15. Stel het apparaat niet bloot aan druppels of spatten en plaats geen met vloeistof gevulde voorwerpen, zoals vazen, op het apparaat.

Viktig säkerhetsinformation (Svenska)

1. Läs dessa instruktioner.
2. Behåll dessa instruktioner.
3. Beakta alla varningar.
4. Följ alla instruktioner.
5. Använd inte apparaten nära vatten.
6. Rengör endast med torr, mjuk trasa. Rengöringsmedel eller lösningsmedel för hushållsbruk kan skada ytfinishen på dina Sonos-komponenter.
7. Blockera inte ventilationsöppningarna. Installera enligt tillverkarens instruktioner.
8. Installera inte i närheten av värmekällor så som element, spisar och/eller andra apparater som avger värme.

9. Skydda nätkabeln från tramp och klämning, särskilt vid kontakterna, uttag eller på andra ställen där de kommer ut ur apparaten.

10. Använd endast tillbehör som specificerats av tillverkaren

11. Koppla bort apparaten från nätet under åskväder eller om den inte skall användas under längre tid.

12. All service skall utföras av Sonos kvalificerade servicepersonal. Service är nödvändig om apparaten har skadats, exempelvis om nätkabeln eller stickproppen är skadad, om vätska har spillts eller föremål har kommit in i apparaten, om den utsatts för regn eller fukt, inte fungerar normalt eller har tappats.

13. Nätkontakten skall vara lätt tillgänglig för urkoppling av apparaten.



14. **Varning:** Minska risken för brand eller elektriska stötar genom att inte utsätta apparaten för regn eller fukt.

15. Utsätt inte apparaten för dropp eller stänk och placera inte föremål fyllda med vätska, så som vaser, på apparaten.

Informations importantes relatives à la sécurité (Français)

1. Lisez attentivement ces instructions.

2. Conservez ces instructions.

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3. Respectez tous les avertissements.

4. Suivez toutes les instructions.

5. N'utilisez pas cet appareil à proximité de l'eau.

6. Nettoyez cet appareil uniquement à l'aide d'un chiffon sec et doux.

7. N'obstruez aucun orifice de ventilation. Installez cet appareil conformément aux instructions du fabricant.

8. Ne placez pas cet appareil à côté d'une source de chaleur telle qu'un radiateur, une bouche de chauffage, une cuisinière ou tout autre appareil produisant de la chaleur.

9. Protégez le câble d'alimentation afin de ne pas marcher dessus, ni le pincer, en particulier au niveau des fiches, des prises de courant et de l'endroit d'où ils sortent de l'appareil.

10. Utilisez uniquement les équipements/accessoires recommandés par le fabricant.

11. Débranchez cet appareil en cas d'orage ou lorsqu'il n'est pas utilisé pendant une longue période.

12. Confiez la réparation et l'entretien à un personnel qualifié de Sonos. L'appareil nécessite réparation lorsqu'il est endommagé de quelque manière que ce soit, notamment si le cordon d'alimentation ou la fiche est endommagé(e), si du liquide a été versé sur l'appareil, si des objets sont tombés à l'intérieur, si l'appareil a été exposé à la pluie ou à l'humidité, s'il ne fonctionne pas correctement ou s'il est tombé.

13. La prise d'alimentation secteur doit être facilement accessible pour débrancher l'appareil.



14. Avertissement : afin de limiter les risques d'incendie ou d'électrocution, n'exposez pas cet appareil à la pluie, ni à l'humidité.

15. N'exposez jamais cet appareil aux projections ou aux écoulements d'eau et ne posez jamais un récipient contenant un liquide, tel qu'un vase, sur l'appareil.

Informações Importante sobre Segurança (Portugues)

1. Leia estas instruções.
2. Guarde estas instruções.
3. Fique atento a todos os avisos.
4. Siga todas as instruções.
5. Não utilize esse dispositivo próximo à água.
6. Limpe somente com pano seco macio.
7. Não bloqueie as entradas de ar. Execute a instalação de acordo com as instruções do fabricante.
8. Não instale próximo a fontes de calor como aquecedores, saídas de aparelhos de calefação, fogões ou outros dispositivos que produzem calor.

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9. Proteja o cabo de alimentação para evitar que ele seja pisado ou comprimido, principalmente nos plugues, receptáculos e no ponto em que se conecta ao dispositivo.

10. Use somente conexões/acessórios especificados pelo fabricante.

11. Desconecte o dispositivo durante relâmpagos ou quando forem inutilizados por um longo período de tempo.

12. Encaminhe todos os serviços de manutenção para uma equipe qualificada. A manutenção será necessária quando o dispositivo for danificado por qualquer motivo como: danos no cabo de alimentação ou no plugue, derramamento de líquidos ou queda de objetos para dentro do dispositivo, exposição do dispositivo à chuva ou à umidade, mal funcionamento ou queda.

13. O plugue Principal deve estar sempre disponível para desconectar o equipamento.



14. Aviso: Para reduzir o risco de incêndios ou choques elétricos, não exponha o dispositivo à chuva nem à umidade.

15. Não exponha o dispositivo a gotejamentos ou respingos e não coloque objetos que contenham líquido, como vasos, sobre o dispositivo.

Información de seguridad importante (Español)

1. Lea estas instrucciones.
2. Conserve estas instrucciones.
3. Preste atención a todas las advertencias.
4. Siga todas las instrucciones.
5. No utilice este aparato cerca del agua.
6. Límpielo solamente con un paño suave y húmedo. Los productos de limpieza o disolventes domésticos podrían dañar el acabado de los componentes de Sonos.
7. No bloquee los orificios de ventilación. Realice la instalación de conformidad con las instrucciones del fabricante
8. No instale el aparato cerca de fuentes de calor, tales como radiadores, registradores de calor, estufas o cualquier otro aparato que produzca calor.
9. Proteja el cable de alimentación a fin de que no sea pisado o pellizcado, de forma particular en los enchufes, en los receptáculos y en el punto de salida del aparato.
10. Utilice solamente accesorios especificados por el fabricante.
11. Desenchufe el aparato durante tormentas de relámpagos o si deja de utilizarse por lapsos prolongados de tiempo.

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12. Todo tipo de servicio debe ser realizado por personal de servicio de Sonos calificado. El aparato requiere servicio si se ha dañado de cualquier modo; por ejemplo, si se daña el cable o enchufe de alimentación, si se derraman líquidos o se introducen objetos en el aparato, si el aparato se ha expuesto a la lluvia o humedad, si no opera normalmente o si se cae.

13. El enchufe principal debe estar a la mano a fin de desconectar el equipo.



14. **Advertencia:** A fin de reducir el riesgo de ignición o de choque eléctrico, no exponga el aparato a la lluvia o humedad.

15. No exponga el aparato a goteos o salpicaduras y no coloque objetos que contengan líquidos, tales como vasos, encima del aparato.

Vigtig sikkerhedsinformation (Dansk)

1. Læs disse instruktioner.
2. Opbevar disse instruktioner.
3. Overhold alle advarsler.
4. Følg alle instruktioner.
5. Brug ikke dette apparat tæt ved vand.
6. Rengør kun med en tør, blød klud.

7. Undlad at blokere ventilationsåbninger. Installér i overensstemmelse med producentens instruktioner.

8. Installér ikke tæt ved varmekilder såsom radiatorer, ovne eller andre apparater, som producerer varme.

9. Beskyt strømkablet fra at blive trådt på eller klemt, især ved stik, stikdåser og punktet, hvor de udgår fra apparatet.

10. Brug kun tilslutningsenheder/tilbehør som angivet af producenten.

11. Træk stikket ud fra dette apparat under storme med lynnedslag, eller hvis det ikke skal bruges i længere tid.

12. Overlad al eftersyn til kvalificeret servicepersonale. Eftersyn er påkrævet, hvis apparatet på nogen måde er blevet skadet, såsom beskadiget strømforsyningskabel eller stik, hvis der er spildt væske, eller genstande er faldet ned på apparatet, eller hvis apparatet er blevet udsat for regn eller fugt, ikke fungerer normalt eller er blevet tabt.

13. Stikket skal nemt kunne frakobles fra udstyret.



14. Advarsel: Undlad at udsætte apparatet for regn eller fugt for at reducere risikoen for brand og elektrisk stød.

15. Udsæt ikke apparatet for dryp eller sprøjt, og placér ikke genstande fyldt med væsker, såsom vaser, på apparatet.

Viktig sikkerhetsinformasjon (Norsk)

1. Les disse instruksjonene.
2. Oppbevar disse instruksjonene.
3. Ta hensyn til alle advarsler.
4. Følg alle instruksjoner.
5. Bruk ikke dette apparatet nært vann.
6. Rengjør kun med tørr myk klut.
7. Blokker ikke noen ventilasjonsåpninger. Installer i henhold til produsentens instruksjoner.
8. Installer ikke nær varmekilder som radiatorer, varmespjeld, ovner eller andre apparater som genererer varme.
9. Beskytt strømkabelen mot å bli gått på eller klemt, særlig ved kontakter, stikkontakter og punktet hvor de kommer ut av apparatet.
10. Bruk kun tilbehør/utstyr som spesifisert av produsenten.
11. Koble fra dette apparatet under tordenvær eller når det ikke brukes for lengre tidsperioder.

12. Overlat all service til kvalifisert servicepersonell. Service er nødvendig når apparatet har blitt skadet på noe vis som når strømkabelen eller kontakten er skadet, væske har blitt sølt eller objekter har falt i apparatet, apparatet har blitt utsatt for regn eller fukt, ikke fungerer normalt eller har blitt sluppet ned.

13. Hovedstrømkontakten skal være tilgjengelig for å koble fra utstyret.



14. **Advarsel:** For å redusere faren for brann eller elektrisk støt må ikke dette apparatet utsettes for regn eller fukt.

15. Utsett ikke apparatet for drypp eller sprut og plasser ikke objekter fylt med væske, slik som vaser, på apparatet.

Informazioni importanti per la sicurezza (Italiano)

1. Leggere le seguenti istruzioni.
2. Conservare queste istruzioni.
3. Prestare attenzione a tutti gli avvisi.
4. Seguire tutte le istruzioni.
5. Non utilizzare questo dispositivo in prossimità dell'acqua.
6. Pulire solo con un panno morbido asciutto. I detersivi o solventi per le pulizie di casa possono danneggiare la rifinitura dei componenti Sonos.

7. Non ostruire i fori di aerazione. Effettuare l'installazione in modo conforme alle istruzioni del costruttore.

8. Non installare in prossimità di fonti di calore, ad esempio termosifoni, stufe o altri apparati che generino calore.

9. Evitare che il cavo di alimentazione sia calpestato o schiacciato, soprattutto in corrispondenza delle spine, delle prese multiple e del punto di uscita dall'apparecchio.

10. Utilizzare solo accessori indicati dal costruttore.

11. Scollegare il dispositivo dalla presa di corrente durante temporali o se non viene utilizzato per lunghi periodi di tempo.

12. Rivolgersi per l'assistenza solo a personale qualificato Sonos. L'assistenza è necessaria quando il dispositivo subisce qualsiasi tipo di danno, ad esempio al cavo di alimentazione o alla spina, se si versano liquidi o cadono oggetti sul dispositivo, se il dispositivo è stato esposto alla pioggia o all'umidità, se non funziona correttamente oppure è caduto per terra.

13. La spina che si inserisce nella presa di corrente deve essere facilmente raggiungibile per scollegare rapidamente il dispositivo.



14. Avviso: Per ridurre il rischio di incendio o di scossa elettrica, non esporre il dispositivo a pioggia o umidità.

15. Il dispositivo non deve essere esposto a gocciolamenti o spruzzi e nessun tipo di oggetto contenente liquidi, ad esempio vasi, deve essere appoggiato su di esso.

重要な安全上の情報 (日本語)

1. 説明書をお読みください。
2. 説明書を保管しておいてください。
3. 警告には従ってください。
4. 指示にはすべて従ってください。
5. 機器を水の近くで使用しないでください。
6. 乾いた柔らかい布できれいにしてください。家庭用クリーナーや溶剤によって、Sonos コンポーネントの表面が破損する可能性があります。
7. 換気口を防がないでください。製造元の指示に従ってインストールを行ってください。
8. ラジエーター、ヒートレジスター、ストーブ、もしくは暖房器具の近くに設置しないでください。
9. 電源ケーブル、特にプラグ、延長コード、およびそれらが機器から出ている部分が踏まれたり、ねじれたりすることがないように保護してください。
10. 製造元が指定した付属品またはアクセサリのみを使用してください。
11. 雷雨のとき、および長期にわたり使用しない場合は、電源を抜いてください。

12. すべての修理に関しては認定サービス員にお問い合わせ下さい。電源ケーブルまたはプラグが破損した、液体をこぼした、物を機器に落とした、機器を風雨にさらした、正常に動作しない、または落下させてしまったなどの事情で、装置が破損した場合は修理が必要となります。

13. 電源プラグは、万が一の場合にすぐに抜けるように、手の届き易い場所に差し込んでください。




14. **警告**：火災や電気ショックを避けるために、機器を風雨にさらさないようにしてください。

15. 機器を水にさらさないでください。機器の上に花瓶などの液体の入った物体をおかないでください。

重要安全信息（简体中文）

1. 阅读这些说明。
2. 保留这些说明。
3. 注意所有警告。
4. 遵循所有说明。
5. 切勿在近水的地方使用本设备。

6. 只能用软干布清洁本设备。家用清洁剂或溶剂可能会损坏 Sonos 组件的表面。
7. 切勿阻塞任何通风口。按照厂家提供的说明书进行安装。
8. 切勿将本设备安装在热源（例如散热器、热暂存器、炉子）或其他会产生热的装置附近。
9. 防止电源线被踩到或夹到，尤其要小心保护插头、电源插座及其在本设备上的出口点。
10. 只使用厂家指定的附件 / 配件。
11. 雷雨天气或长期不使用本设备时，应拔出其电源插头。
12. 本设备的一切维修应由合格的 Sonos 维修人员执行。一旦本设备受到任何损坏，就需要进行维修——损坏情况包括：电源线或插头损坏；有液体渗入或异物落入到本设备中；本设备接触到雨水或湿气，不能正常工作，或被摔落。
13. 电源插头应能随时从插座拔出。
14.  **警告：** 为了降低火灾或触电风险，切勿让本设备接触到雨水或湿气。
15. 不要让本设备接触到滴落物或溅出物，不要将装有液体的物体（例如花瓶）放在本设备上。



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16. 标识： 仅适用于海拔 2000m 以下地区安全使用。



17. 标识： 仅适用于非热带气候条件下地区安全使用。

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- (c) 因任何原因终止本协议或协议期满后，第 1(b)、2(c)、3、6(c)、7 和 9 条仍继续有效。

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(a) **Limited Warranty.** Sonos warrants to You that for a period of one (1) year after the date of original purchase of the Product, the Product will be free from defects in materials and workmanship. SONOS DOES NOT WARRANT THAT THE PRODUCT WILL OPERATE WITHOUT INTERRUPTION OR WILL BE ERROR-FREE, OR THAT ALL ERRORS MAY BE CORRECTED. EXCEPT AS SET FORTH IN SECTION 6(C), SONOS' SOLE LIABILITY, AND YOUR SOLE REMEDY, FOR BREACH OF THE FOREGOING WARRANTY WILL BE, AT SONOS' SOLE DISCRETION, REPAIR OR REPLACEMENT OF THE PRODUCT, OR, IF NEITHER OF THE FOREGOING ARE REASONABLY AVAILABLE, A REFUND OF THE AMOUNT YOU PAID, LESS AMOUNTS ATTRIBUTABLE TO YOUR PRIOR USE.

(b) **Limitations.** The foregoing warranty does not extend to problems in the Product that result from: (i) Your failure to implement all bug fixes or error corrections to the Product which are made available by Sonos; (ii) any use of the

Product in a manner for which it was not designed or as not authorized under this Agreement; or (iii) any use of the Product with other products, hardware or products not supplied by, and inconsistent with the documentation provided by, Sonos.

(c) **Disclaimer.** EXCEPT AS EXPRESSLY SET FORTH ABOVE, SONOS MAKES NO WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO THE PRODUCT. SONOS AND ITS SUPPLIERS HEREBY SPECIFICALLY DISCLAIM ALL OTHER EXPRESS, STATUTORY AND IMPLIED WARRANTIES AND CONDITIONS, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT AND THE IMPLIED CONDITION OF SATISFACTORY QUALITY. EXCEPT AS EXPRESSLY STATED IN SECTION 6(A), THE PRODUCT IS SUPPLIED ON AN "AS IS" BASIS WITHOUT WARRANTY. YOU ASSUME ALL RESPONSIBILITIES FOR SELECTION OF THE PRODUCT TO ACHIEVE YOUR INTENDED RESULTS, AND FOR THE INSTALLATION AND USE OF THE PRODUCT. Some jurisdictions do not allow a limitation on implied warranties, and so the foregoing disclaimer may not apply to You. In any event, any implied warranties that may exist under the laws of Your jurisdiction are limited to the one (1) year period set forth in the limited warranty given under subsection (a) above.

7. LIMITATION OF LIABILITY

(a) TO THE MAXIMUM EXTENT ALLOWED UNDER LAW, IN NO EVENT WILL SONOS OR ITS SUPPLIERS BE LIABLE FOR ANY DAMAGES, INCLUDING BUT NOT LIMITED TO, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR INDIRECT DAMAGES, AND INCLUDING BUT NOT LIMITED TO, COST OF COVER, LOSS OF DATA, LOSS OF PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR OTHER PECUNIARY LOSS ARISING FROM THE USE OF (OR INABILITY TO USE) THE PRODUCT, NO MATTER HOW CAUSED AND ON ANY THEORY OF LIABILITY. BECAUSE SOME STATES/ JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, SOME OF THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU, BUT THEY SHALL APPLY TO THE MAXIMUM EXTENT PERMITTED BY LAW.

(b) IN NO EVENT SHALL SONOS' TOTAL LIABILITY TO YOU FOR ALL DAMAGES IN ANY ONE OR MORE CAUSES OF ACTION EXCEED THE AMOUNT PAID BY YOU FOR THE PRODUCT.

(c) The limitations in Section 7 will apply even if Sonos, its suppliers or dealers have been advised of the possibility of such damage or of any type of use intended by You. These limitations shall apply notwithstanding the failure of essential purpose of any limited remedy. You acknowledge that these limitations reflect a reasonable allocation of risk.

8. INFRINGEMENT INDEMNITY

(a) **Indemnity.** Sonos shall defend or settle any claim, demand, suit, proceeding or action ("Claim") against You to the extent that such Claim is based on an allegation that any portion of the Product, as furnished to You under this Agreement and used as authorized in this Agreement, infringes any third party's U.S. copyright or misappropriates such third party's trade secrets, provided that You: (i) give prompt written notice of the Claim to Sonos; (ii) give Sonos the exclusive authority to control and direct the defense or settlement of such Claim; and (iii) give Sonos, at Sonos' expense (except for the value of Your time), all necessary information and assistance with respect to the

Claim. Sonos shall pay all settlement amounts, damages and costs finally awarded to the extent attributable to such Claim. You may participate in the defense of Claim at Your expense. Sonos will not be liable for any costs or expenses incurred without its prior written authorization.

(b) Limit on Indemnity. The foregoing notwithstanding, Sonos shall have no liability for a Claim to the extent based on: (i) the use by You of any Product more than thirty (30) days after Sonos notifies You in writing that continued use of the Product may give rise to such Action; (ii) the combination of the Product, or any part thereof, with other hardware or products not provided by Sonos, which Claim would have been avoided if the Products had not been so combined; or (iii) use of the Products other than as authorized under this Agreement.

(c) Entire Liability. THE FOREGOING PROVISIONS OF THIS SECTION 8 STATE THE ENTIRE LIABILITY AND OBLIGATIONS OF SONOS, AND YOUR EXCLUSIVE REMEDY, WITH RESPECT TO ANY ACTUAL OR ALLEGED INFRINGEMENT OF OR MISAPPROPRIATION OF ANY INTELLECTUAL PROPERTY RIGHT BY THE PRODUCT.

9.MISCELLANEOUS

You acknowledge that the Product is subject to the export control law and regulations of the United States, and any amendments thereto. You warrant that You will comply in all respects with United States exports laws and regulations. This Agreement shall be governed by the laws of the State of California, without reference to its conflict of law principles. You consent to the jurisdiction of the federal and state courts sitting in the State of California. This Agreement constitutes the entire agreement between You and Sonos with respect to the subject matter hereof, and supersedes all prior oral or written understandings, communications or agreements not specifically incorporated herein. If any provision of this Agreement is found to be invalid or unenforceable pursuant to judicial decree or decision, the remainder of this Agreement shall remain valid and enforceable according to its terms. You may not assign this Agreement, or any of its rights or obligations hereunder, whether by operation of law or otherwise, without the prior written consent of Sonos. Any attempted assignment by You without prior written consent shall be void.

For inquiries or questions regarding this Agreement, please send an e-mail to support@sonos.com or call (800) 680-2345.

License Agreement and Limited Warranty (Europe)

READ THE TERMS OF THIS LICENSE AGREEMENT AND LIMITED WARRANTY ("AGREEMENT") GOVERNING THE USE OF THE SOFTWARE AND RELATED FIRMWARE AND DOCUMENTATION (COLLECTIVELY, THE "SOFTWARE") PROVIDED TO YOU BY SONOS EUROPE B.V. ("SONOS") CAREFULLY BEFORE BUYING THE APPLICABLE SONOS PRODUCT (SUCH HARDWARE, TOGETHER WITH THE SOFTWARE, REFERRED TO AS THE "PRODUCT").

BY PURCHASING THE PRODUCT, YOU ARE (1) REPRESENTING THAT YOU ARE OVER THE AGE OF 18, (2) REPRESENTING THAT YOU HAVE THE RIGHT AND AUTHORITY TO LEGALLY BIND YOURSELF OR YOUR COMPANY, AS APPLICABLE, AND (3) CONSENTING TO BE LEGALLY BOUND BY ALL OF THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL THESE TERMS OR CANNOT MAKE SUCH REPRESENTATIONS, DO NOT PURCHASE THE PRODUCT.

1. GRANT OF LICENSE

(a) Subject to the terms and conditions of this Agreement, Sonos grants to You a worldwide, non-exclusive, non-transferable, personal license (without the right to sub-license) to (i) use the Software as embedded in the Product for the purpose of operating the Product, and (ii) use the desktop application portion(s) of the Software on any personal computer owned or controlled by You during the Term. You may not transfer the Software to any other computing device or otherwise remove the Software from the Product. Notwithstanding any license granted herein by Sonos, You acknowledge and agree that it is Your sole responsibility to comply with U.S. and international copyright laws with respect to Your use of the Software.

(b) You agree not to copy, modify, reverse engineer, decompile or disassemble the Product to the extent that such restriction is not prohibited by applicable mandatory law. Except for the limited license granted herein, Sonos and its suppliers hereby retain all right, title and interest in and to all worldwide intellectual property rights embodied in the Software. All other rights are reserved by Sonos. You acknowledge and agree that the technology embedded in and used to create the Product constitute the valuable trade secrets and know-how of Sonos, and to the extent You discover any such trade secrets, You will not disclose them to any third party.

(c) Sonos shall have no obligation to provide any updates or upgrades to the Product, but in the event that it does, such updates, upgrades and any documentation shall be deemed the "Product", and shall be subject to the terms and conditions of this Agreement.

2. TERM OF AGREEMENT

(a) You may terminate this Agreement at any time by notifying Sonos, discontinuing use of the Product and purging the Software from Your computing device.

(b) This Agreement will automatically terminate if You violate Section 1 and/or 3 of this Agreement.

(c) Sections 1(b), 2(c), 3, 6(c), 7 and 9 shall survive termination or expiration for any reason.

3.COMPLIANCE WITH COPYRIGHT LAWS

Sonos complies with U.S. and international copyright laws and in consideration of the licenses granted herein, You agree to do the same. You acknowledge that unauthorized copying or distribution of music or other content accessed using the Product ("Content") is prohibited by such copyright laws, and You agree that You will not, directly or indirectly, copy or distribute any Content without the express written authorization of the copyright holder. Further, You agree to compensate Sonos and its licensors for all losses, damages, liabilities, costs and expenses incurred by Sonos or its licensors as a result of claims or actions brought against Sonos or its licensors arising out of or related to Your failure to comply with the terms of this Section 3.

4.SONOS PRIVACY POLICY

Use of Sonos Products is subject to the Sonos Privacy Policy, which can be found at http://www.sonos.com/legal/privacy_policy.htm and by reference is made a part of this Agreement. The Sonos Privacy Policy outlines the type of information that may be collected from you by Sonos and how such information may be used by Sonos. It is important that you read and understand the terms of the Privacy Policy.

5.THIRD PARTY CONTENT AND TECHNOLOGIES SUPPORT

From time to time, Sonos may provide access to third party content providers via the Product. In addition, Sonos may support certain third party technologies, such as specific file formats or codecs. Sonos reserves the right to discontinue access to and/or support for such third party content or technologies at any time, and for any reason. Sonos makes no representations or warranties whatsoever regarding the selection of, or continuing support for, any such third party content or technologies.

6.WARRANTY AND DISCLAIMER

(a) Limited Warranty. Sonos warrants to You that, for a period of one (1) year after the date of original purchase of the Product, the Product will be free from defects in materials and workmanship. SONOS DOES NOT WARRANT THAT THE PRODUCT WILL OPERATE WITHOUT INTERRUPTION OR WILL BE ERROR-FREE, OR THAT ALL ERRORS MAY BE CORRECTED. IF YOU ARE A CONSUMER, THIS WARRANTY IS IN ADDITION TO AND DOES NOT AFFECT YOUR STATUTORY RIGHTS. EXCEPT AS SET FORTH IN SECTION 4(C) AND SUBJECT TO ANY MANDATORY CONSUMER PROTECTION LAWS TO THE CONTRARY, SONOS SOLE LIABILITY, AND YOUR SOLE REMEDY, FOR BREACH OF THE FOREGOING WARRANTY WILL BE REPAIR OR REPLACEMENT OF THE PRODUCT, OR, IF NEITHER OF THE FOREGOING ARE REASONABLY AVAILABLE, A REFUND OF THE AMOUNT YOU PAID, LESS AMOUNTS ATTRIBUTABLE TO YOUR PRIOR USE.

(b) Limitations. The foregoing warranty does not extend to problems in the Product to the extent that such results from: (i) Your failure to implement all bug fixes or error corrections to the Product which are made available by Sonos; (ii) any use of the Product in a manner for which it was not designed or as not authorized under this Agreement; or (iii) any use of the Product with other products, hardware or products not supplied by, and inconsistent with the documentation provided by, Sonos.

(c) **Disclaimer.** EXCEPT AS EXPRESSLY SET FORTH ABOVE, SONOS MAKES NO WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO THE PRODUCT. SONOS AND ITS SUPPLIERS HEREBY SPECIFICALLY DISCLAIM ALL OTHER EXPRESS, STATUTORY AND IMPLIED WARRANTIES AND CONDITIONS, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT AND THE IMPLIED CONDITION OF SATISFACTORY QUALITY. EXCEPT AS EXPRESSLY STATED IN SECTION 6(A), THE PRODUCT IS SUPPLIED ON AN "AS IS" BASIS WITHOUT WARRANTY. YOU ASSUME ALL RESPONSIBILITIES FOR SELECTION OF THE PRODUCT TO ACHIEVE YOUR INTENDED RESULTS, AND FOR THE INSTALLATION AND USE OF THE PRODUCT. SOME JURISDICTIONS DO NOT ALLOW A LIMITATION ON IMPLIED WARRANTIES, AND SO, PARTICULARLY IF YOU ARE A CONSUMER, THE FOREGOING DISCLAIMER MAY NOT APPLY TO YOU. In any event, to the extent permitted under the laws of Your jurisdiction, any implied warranties that may exist under the laws of Your jurisdiction are limited to the one (1) year period set forth in the limited warranty given under subsection (a) above.

7. LIMITATION OF LIABILITY

(a) TO THE MAXIMUM EXTENT ALLOWED UNDER LAW, IN NO EVENT WILL SONOS OR ITS SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR INDIRECT DAMAGES, AND INCLUDING BUT NOT LIMITED TO, COST OF COVER, LOSS OF DATA, LOSS OF PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR OTHER PECUNIARY LOSS ARISING FROM THE USE OF (OR INABILITY TO USE) THE PRODUCT, NO MATTER HOW CAUSED AND ON ANY THEORY OF LIABILITY.

(b) IN NO EVENT SHALL SONOS' TOTAL LIABILITY TO YOU FOR ALL DAMAGES IN ANY ONE OR MORE CAUSES OF ACTION EXCEED THE AMOUNT PAID BY YOU FOR THE PRODUCT UNLESS OTHERWISE REQUIRED BY LAW.

(c) The limitations in Section 7 will apply even if Sonos, its suppliers or dealers have been advised of the possibility of such damage or of any type of use intended by You. These limitations shall apply notwithstanding the failure of essential purpose of any limited remedy. You acknowledge that these limitations reflect a reasonable allocation of risk.

(d) The limitations in this section 7 shall not apply to damage resulting from willful misconduct or gross negligence on the part of Sonos. The limitations of section 7 shall further not apply to damage resulting from loss of life or personal injury caused by willful misconduct or negligence or breach of contract by Sonos or its directors or any third party Sonos has used to fulfill its contractual obligations towards You. With regard to product liability, the limitations in this section 7 shall only apply to the extent permitted by mandatory rules regarding product liability.

(e) The limitations in this section 7 shall not affect your statutory rights as a consumer.

8. INFRINGEMENT INDEMNITY

(a) **Indemnity.** Sonos shall defend or settle any claim, demand, suit, proceeding or action ("Claim") against You to the extent that such Claim is based on an allegation that any portion of the Product, as furnished to You under this Agreement and used as authorized in this Agreement, infringes any third party's copyright or misappropriates such third party's trade secrets, provided that You: (i) give prompt written notice of the Claim to Sonos; (ii) give Sonos the

exclusive authority to control and direct the defense or settlement of such Claim; and (iii) give Sonos, at Sonos' expense (except for the value of Your time), all necessary information and assistance with respect to the Claim. Sonos shall pay all settlement amounts, damages and costs finally awarded to the extent attributable to such Claim. You may participate in the defense of Claim at Your expense. Sonos will not be liable for any costs or expenses incurred without its prior written authorization.

(b) Limit on Indemnity. The foregoing notwithstanding, Sonos shall have no liability for a Claim to the extent based on: (i) the use by You of any Product more than thirty (30) days after Sonos notifies You in writing that continued use of the Product may give rise to such Action and offers, in return for You ceasing all further use of the Product, to refund the price paid by You for the Product less amounts attributable to Your prior use; (ii) the combination of the Product, or any part thereof, with other hardware or products not provided by Sonos, which Claim would have been avoided if the Products had not been so combined; or (iii) use of the Products other than as authorized under this Agreement.

(c) Entire Liability. THE FOREGOING PROVISIONS OF THIS SECTION 8 STATE THE ENTIRE LIABILITY AND OBLIGATIONS OF SONOS, AND YOUR EXCLUSIVE REMEDY, WITH RESPECT TO ANY ACTUAL OR ALLEGED INFRINGEMENT OF OR MISAPPROPRIATION OF ANY INTELLECTUAL PROPERTY RIGHT BY THE PRODUCT.

9. MISCELLANEOUS

You acknowledge that the Product may be subject to the export control law and regulations of the jurisdiction in which You purchased the Product and you warrant that You will comply in all respects with such laws and regulations. This Agreement shall be governed by the laws of the Netherlands, without reference to its conflict of law principles. The United Nations Convention on contracts for the International sale of goods is not applicable to this Agreement. This Agreement constitutes the entire agreement between You and Sonos with respect to the subject matter hereof, and supersedes all prior oral or written understandings, communications or agreements not specifically incorporated herein. If any provision of this Agreement is found to be invalid or unenforceable pursuant to judicial decree or decision, the remainder of this Agreement shall remain valid and enforceable according to its terms. You may not assign this Agreement, or any of its rights or obligations hereunder, whether by operation of law or otherwise, without the prior written consent of Sonos, which consent shall not, if You are a consumer, be unreasonably refused. Any attempted assignment by You without prior written consent shall be void.

For inquiries or questions regarding this Agreement, please send an e-mail to support@sonos.com.



Sonos Australia

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

In the event you require assistance with your product during or after the 12-month warranty period, please contact your place of purchase, or alternatively contact Playback Systems via phone or email to obtain an RMA (Return Merchandise Authorisation). Please ensure an RMA is obtained prior to returning any faulty units to Playback Systems.

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