WyreStorm
DIGITAL INTEGRITY

HDMI HIGH DEFINITION MULTIMEDIA INTERFACE
FullHD 1080P
HDCP COMPLIANT
3D

WyreStorm Extender Solutions

EX-40

40m/131ft Low Profile Single Cable HD Extender Set with Bidirectional IR Control

Instruction Manual

RoHS

Thank you for choosing this WyreStorm product.
Please read these instructions carefully before installing to avoid complications later.

REV1214A

Contents

1. Introduction

Think Thin.

The WyreStorm RX-40 slim-line HD extender set offers distribution of full HD video, HD audio and two-way IR control up to 40m/131ft along a single Cat5e/6 cable under perfect transmission conditions.

With a feature set including transmission of uncompressed 1080p HD video@60Hz with 24bit colour, full 3D compatibility, Dolby and DTS HD audio and bidirectional IR control of source from display area, and display from source location, the EX-40 also offers the added benefit of an incredibly low-profile for a greatly reduced form factor behind the screen for even more convenience and ease of installation at the display zone.

The EX-40 also includes integrated EDID management on the Transmitter for manual handshake negotiation of connected devices for greater compatibility and additional long cable modes to maximise transmission capabilities over the cable distance. Similarly, the EX-40 Receiver offers manual EQ settings to fine-tune transmissions by distance for optimal signal delivery to the display.

Threaded bushings on the EX-40 12v DC power connections allow use of both standard and locking DC power plugs. Additional power connectivity is offered via phoenix ports, with LED indication for visual power supply to units and signal status to show established connection between connected devices.

WyreStorm Extender products offer flexibility combined with an ease of use, convenience and cost-efficiency to provide solutions where reliable HD transmission and control over distance is required whether in a residential or commercial setting.

For further information on this product and other WyreStorm ranges, visit our website or download our latest product guide. **wyrestorm.com**

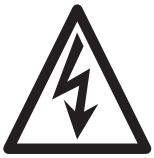
2. Features

• WyreStorm EX-40 Extender Set capable of 1080p HD video @60Hz and HD audio transmissions up to 40m/131ft along a single Cat5e/6 cable under perfect conditions*
• Low profile chassis of 15mm / 0.59” for easier, more convenient installations behind screens at display zones
• Transmits discrete wide-band two-way IR control signal together within the HDMI signal over a single Cat5e/6
• Supports all high definition resolutions: 1080p, 1080i, 720p with screen refresh rates of 24Hz, 30Hz, 50Hz and 60Hz
• HDMI v1.3a & v1.4 with full 3D compatibility - including frame packing/sequential (Blu-Ray) and interlaced stereoscopic (satellite/ cable broadcasts)
• Extenders cascadable up to 7 times within a single output zone (7 x 40m/131ft)
• Supports 24bit True Colour
• Integrated EDID on Transmitter and EQ setting on receiver for management of communication between connected devices and transmission over cable distances
• Cable termination follows IEEE-568B standards
• HDCP compliant
• Threaded bushings on allow use of both standard and locking DC power plugs
• Alternative power via phoenix connection
• LED indication for visual confirmation of power supply to units and signal status to show established connection between connected devices.

***Perfect transmission conditions - cable run within specified distance range of product, no electrical interference, the use of straight cable runs with no bends or kinks and no patch panels or wall outlets used. Please be advised that the presence of any of these factors in your installation may compromise bandwidth and signal strength.**

For longer transmission distance, Ethernet pass- through, to enable devices with 4k resolution or for 48bit Deep Colour compatibility, please see our range of full HDBaseT receivers and extender sets.

3. Safety Precautions



WARNING
To reduce the risk of fire, electric shock or product damage:

1. Do not expose this apparatus to rain, moisture, sprays, drips or splashes and ensure that no objects containing liquids are placed on the apparatus, including cups, glasses and vases.

2. Do not place this unit in a confined space such as enclosed shelving, cabinets or bookshelves. Ensure the unit is adequately ventilated.

3. To prevent the risk of electric shock or fire hazard due to overheating, do not cover the unit or obstruct ventilation openings with material, newspaper, cardboard or anything that may restrict airflow into the unit.

4. Do not install near external heat sources such as radiators, heat registers, boilers or any device that produces heat such as amplifiers or computers and do not place near sources of naked flame.

5. Unplug apparatus from power supply during lightening storms or when unused for long periods of time.

6. Protect the power cable from being walked on, pinched or restricted in any way, especially at plug connections.

7. Only use attachments/accessories specified by the manufacturer.

8. Units contain non-servicable parts - Refer all servicing to qualified service personnel.

4. Package Contents

1 x WyreStorm EX-40 HD Extender Set
2 x Pairs of unit mounting brackets
2 x 12V/1.5A DC power supplies
2 x Wide-band IR TX Emitter
2 x Wide-band IR RX Receiver (30-50KHz)
2 x 3.5mm Phoenix male Connector (2 pin)
1 x Printed quickstart guide - Full instruction manual and quickstart downloadable from **wyrestorm.com**

5. Specifications

Data Range	6.75Gbps Maximum
Maximum Transmission Distance	1080p up to 40m / 131ft (Under perfect transmission conditions including straight cable runs with no electrical interference, bends, kinks, patch panels or wall outlets.)
I/O Connections	Transmitter 1 x RJ45 port, 1 x HDMI IN, 1 x IR IN, 1 x IR OUT Receiver 1 x RJ45 port, 1 x HDMI OUT, 1 x IR IN, 1 x IR OUT
Power Supply	12V DC
Power Consumption	5 Watts (Max.)
Input Video Signal	1.2 volts p-p
Input DDC Signal	5 volts p-p (TTL)
Maximum Single Link Range	1080p 24bit colour depth
Video Format Supported	VESA: 640x480, 800x600, 1024x768, 1280x1024, 1600x1200, 1920x1080 1920x1200 DTV/HDTV: 480i/567i/480p/567p/720p/1080i/1080p
Output Video	HDMI v1.3 + HDCP (mirrors the input source to the output display)
Output Audio	DTS-HD, Dolby-HD
IR Wavelength & Frequency	Wavelength: 940nm IR Frequency: 56KHz
Operating Temperature	32°F to 95°F (0°C to 35°C) 10% to 90%, non-condensing
Storage Temperature	-4°F to 140°F (-20°C to 70°C) 10% to 90%, non-condensing
Dimensions (HxWxD)	17mm x 127mm × 54mm / 0.67”x 5.0” x 2.12”
Weight	0.15kg / 0.33lb (each)
Certification	CE, FCC, RoHS

6i. Panel Description - Transmitter

Front

1 Power LED indication - Lit for unit powered

2 Status LED indication - Blinking to show established connection to display

Rear

1 12V DC lockable power supply input - connects standard and locking DC power plugs

2 3.5mm phoenix male power connector - 12V DC

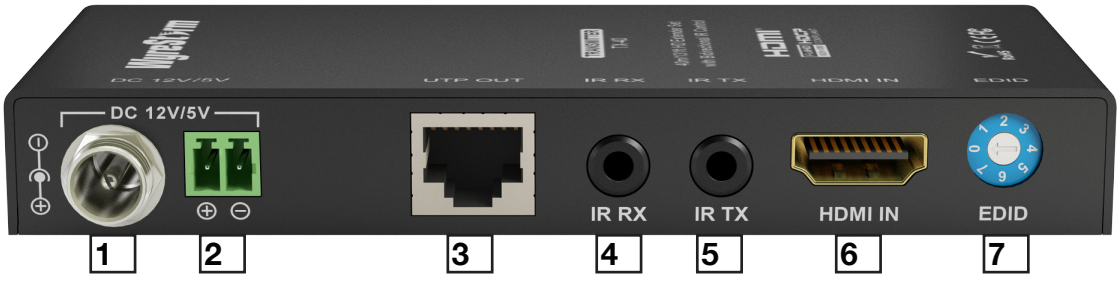
3 UTP OUT - connects to the Receiver via Cat5e/6 cable

4 IR RX - IR OUT connecting to supplied IR Receiver (30-50Khz) or IR Integration cable (CAB-IR-LINK)

5 IR TX - IR IN connecting to supplied IR Emitter on source device

6 HDMI IN - connects to HDMI source device

7 EDID DIP Switch - manual adjustment of EDID settings for improved communication and compatibility between devices

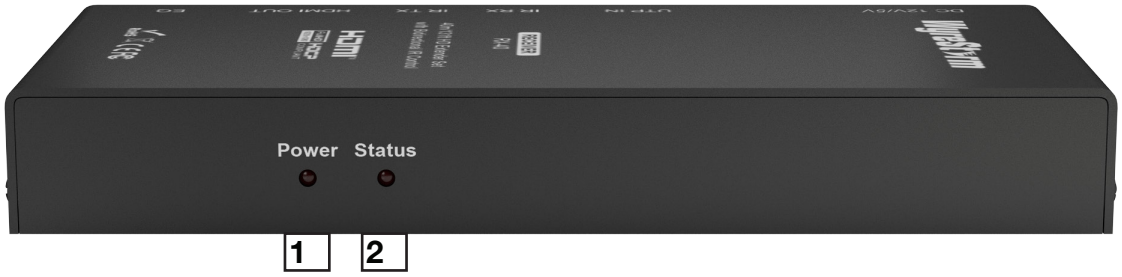


6ii. Panel Description - Receiver

Front

1 Power LED indication - Lit for unit powered

2 Status LED indication - Blinking to show established connection to display



Rear

1 12V DC lockable power supply input - connects standard and locking DC power plugs

2 3.5mm phoenix male power connector - 12V DC

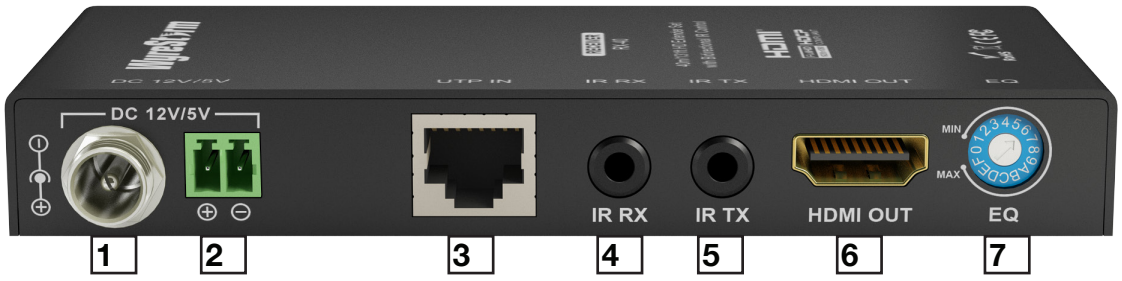
3 UTP IN - connects to the Transmitter via Cat5e/6 cable

4 IR RX - connects to supplied IR Receiver (30-50Khz)

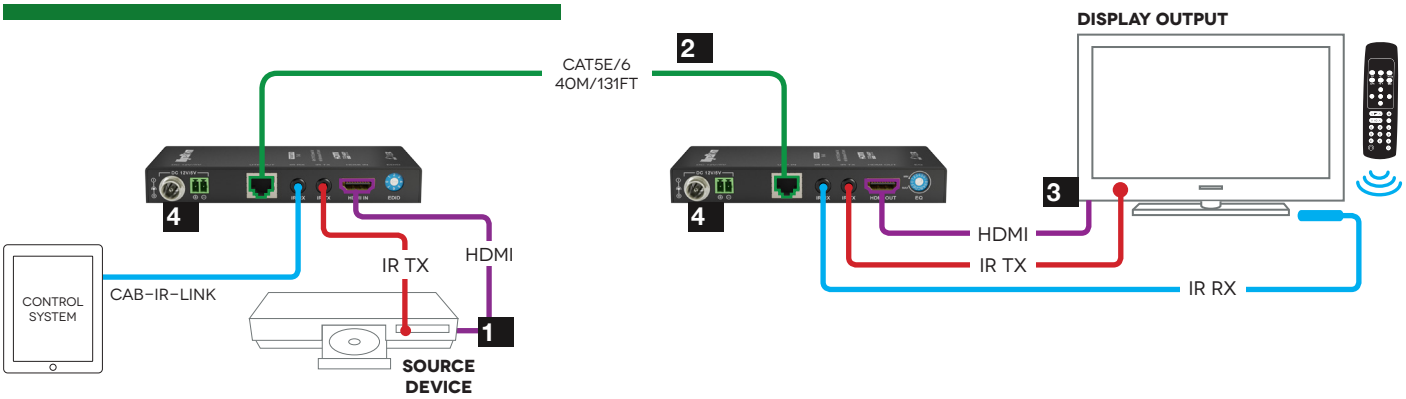
5 IR TX - connects to supplied IR Emitter on display device

6 HDMI OUT - connects to HDMI display device

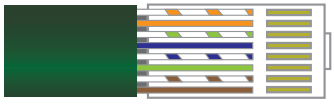
7 EQ DIP Switch - manual adjustment of cable distance settings for improved transmission between devices



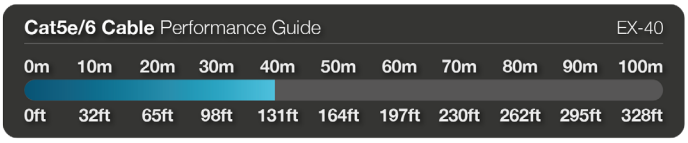
7i. Typical Application



7ii. RJ45 Termination and Cat5e/6 Cable Distance



Cat5e/6 Wiring Guide
The quality of termination for every RJ45 is essential. Poor terminations leads to intermittent performance and longer install times.



7iii. Initial Connection

1 Using quality HDMI cables, connect an HDMI source (such as Blu-Ray, games console, satellite/cable TV, media server etc.) to the EX-40 Transmitter.

2 Connect a good quality, well-terminated Cat5e/6 cable of no more than 40m/131ft in length between the UTP Output of the EX-40 Transmitter to the UTP Input of the EX-40 receiver.

Attention **40m/131ft is the maximum recommended transmission distance for this model and denotes perfect transmission conditions - including straight cable runs with no electrical interference, bends, kinks, patch panels or wall outlets. If any of the above is a factor in your installation, transmission range may be affected – take care to avoid where possible.**

3 Connect the HDMI sink (LED/LCD display or projector) to the HDMI Output of the EX-40 Receiver

Attention **We strongly recommend using supplied mounting brackets to secure the receiver to a flat surface behind/near the sink device. Sudden movement of these devices could lead to loss of picture/sound if connections become loose or strained, resulting in unnecessary service call-backs.**

NOTE: If daisy-chaining extenders, repeat process for all EX-40 transmitters and receivers used.

4 Connect the 12v power supply included to the EX-40 Transmitter and Receiver and power on your EX-40 extenders, source and display devices.
Check POWER, STATUS lights are illuminated on both EX-40 Transmitters and Receiver to indicate a successful connection.

Note: We do not recommend passing remote power through the EX-40 - local power is required at the display point.

7iv. IR Control Connection

1 For two-way IR control of connected source and display from either location, first, connect IR emitters from the IR TX ports of the EX-40 Transmitter and Receiver and firmly attach the IR emitter eye directly over the infrared receiving sensors of the source and display device to be controlled. Location of the emitter eye on each device may need to be adjusted later to achieve best IR performance.

Attention **If unsure of positioning, IR sensors can be located on devices by shining a flashlight onto the facia of the device - the IR sensor should be identifiable as a small round sensor behind the panel. Consult your device manufacturer handbook if unsure**

2 Insert IR receivers into IR RX ports of the EX-40 Transmitter and Receiver.
If using a control system, an IR Link cable (WyreStorm p/n CAB-IR-LINK) should be used instead to connect between the IR RX port of the EX-40 Transmitter and the control system used.

Position the IR RX eye on or near the display or source device, ensuring a clear line of sight to the remote handset used to control it.

8. EDID Management

Transmitter

Occasionally, the installation environment, such as the distance between source and display may be a factor in the perfect transmission and reception of a signal. The EX-40 Receiver can be further fine-tuned depending on the length of Cat5e/6 cable used for optimum performance.

Position	Function
0 (default)	1080p video, Stereo audio EDID
1	1080p video, 5.1 audio EDID
2	**EDID Copy Mode** – instructs the Transmitter to copy EDID from a connected Receiver/display **For 3D** - with both units powered OFF, set Transmitter DIP switch to position 2, connect the 3D source and the Receiver to the 3D display. Power on all devices. The EX-40 will now detect and output 3D to the display.
3	1080i video, Stereo audio EDID
4	LC Mode 1080p video, Stereo audio – (Long Cable Mode) - configured for longer cable transmission. If experiencing poor picture quality when using a long cable run or lower quality UTP/HDMI cable, LC Mode can be selected to improve picture quality.
5	LC Mode 1080p video, 5.1 audio EDID (Long Cable Mode).
6	LC Mode EDID Copy (Long Cable Mode).
7	LC Mode 1080i video, stereo audio EDID (Long Cable Mode).

Receiver

Position	Function
0-1	0-10m / 0-32ft transmission distance
2-5	10-30m / 32-98ft transmission distance - DEFAULT value is 4
6-7	30-40m / 98-131ft transmission distance
8-F	Reserved - no function, reserved for future

9. Troubleshooting

Generally, the majority of HD distribution installation issues are either caused by minor connection errors, communication problems between devices, or when the transmission of high signal bandwidth is attempted using insufficient cable. Should you encounter any technical difficulties when installing and configuring the matrix, we are confident solutions can be found by working through the following troubleshooting checklist before seeking alternative technical support.

No Picture or Poor Quality Picture

1) Power – Are both Transmitter and Receiver powered with correct LED indication? Both units should have their own power 12V DC power supply connected. Please use power supplies included.

Are all sources definitely powered and firmly connected?

2) If possible, always use test equipment prior to installation and to troubleshoot any problems.

3) Check sink device supports HDCP, is switched to the correct source inout mode and is compatible with the receiver - if any issue is suspected, replace sink device with another model.

4) Distance – Is the cable too long for the signal to be transmitted effectively? The classification used within this product allow transmission of 1080p up to 40m/131ft so make sure the cable distance matches the project requirements and is well within the maximum transmission distance of the signal. (Check EDID section of this guide for manual adjustment for cable distance).

Note: If approaching the limits of the transmission capabilities, transmission should be extended by using another extender set to ensure the signal reaches its destination effectively.

5) Cable Joins – Joins in the cable run or RJ45 connectors can impact on signal strength, resulting in reduced transmission that may manifest itself in incorrect picture quality, picture dropping out or a complete lack of picture

6) Cable Choice and Signal Reduction – Are stranded patch leads being used as interconnects between patch panels or wall outlets? CCA (Copper Clad aluminium) cables being used? These can reduce transmission rates by up to 40% – we recommend solid core straight through with minimum connections used wherever possible.

7) Correct connection – It may seem obvious but double check all UTP, HDMI, power and IR cables are connected to the correct ports.

Note: Even a fraction off can be the difference between aperfect picture and a blank screen. Double check all connections are firmly made in the correct ports.

8) Cable wired to 568B standard? Is the cable wired and terminated correctly and are those terminations connected to the correct ports? Incorrect wiring and termination will result in unstable operation or a blank screen.

9) Electrical interference – Distribution over UTP is susceptible to electrostatic/environmental interference so location of cables and devices should be considered - could any form of interference be generated? If so, attempt to remove the source of electrical interference or move the cable run to decrease the effects of the interference.

10) Is a picture achieved when connecting the source directly to the display? If not then the problem could lie with the input or output device rather than the means of distribution i.e. the cable, receiver or matrix itself.

11) HDMI lead condition and quality – HDMI cables and connectors are delicate and can be damaged much easier than component or coax cable. Furthermore, lead quality varies dramatically, particularly in lower price brackets. Swap HDMI leads and check operation – damage to or quality of your leads could be the problem. If in doubt, swap them over. Always take care inserting and extracting your HDMI from matrix ports so as not to damage the connectors or ports.

12) Picture speckles/HD 'noise' – represents a poorly established signal that may be caused by poor quality or excessive HDMI cable lengths. Try swapping the display adaptors from a location that is functioning properly or swapping the outputs of the matrix switch used.
If the problem remains on the same screen this may be caused by a connection problem between matrix and display – turn off all equipment and swap the signal carrying cables at both ends to ascertain if the cable or termination is at fault.
HD Noise (NO image) may be an HDCP Issue between the source and display but poor cabling can also cause this due to poor communication.

13) Blu-ray: 3D – is the equipment used 3D enabled/ compatible? Is a 3D disc being played in a 3D enabled Blu-ray player or through a compatible AV receiver?

14) Colour distortion – a pink or green screen indicates an incompatibility between colour spacing formats – the commonly used RGB or YUV used by older displays. Some sources allow switching between RGB and YUV which may solve any colour problems. If not, try changing the HDMI cable between the source and the transmitter to rule out defective cabling.

No Sound or Poor Quality Audio

Audio is transmitted within the video signal – there is no separate audio track – so generally a problem with sound will be accompanied by a problem with picture. However, if technical issues with audio are experienced, the cause is typically communication between sources, displays and/or AV receiver settings.

1) Have specific speaker sets or zones been enabled? Some AV receivers allow individual speaker selections assigned to specific zones in the set up so check the speakers used are fully connected to the amplifier and correctly assigned within the system set up. It may be an EDID issue in that the source reads the audio EDID from the display and only requests two channel audio and EDID copy from the AVR may be required or use an embedded EDID in the Transmitter.

Note: If problems are experienced when an AV receiver is used, the cause is usually the settings of the AVR itself. Refer to the AVR manufacturer's guidelines on the correct settings to use for your requirements.

2) Consistency of audio output between devices – Is there any discrepancy between the audio output of the source, the audio or zonal settings of the AV receiver and the speaker configuration used needed for successful audio replication? If outputting 5.1, make sure all devices connected are also outputting 5.1
Note: Occasionally with some sources, the device settings allow the specification of audio output through a TV or an HDMI port. If using an AV receiver, check the HDMI output option is selected.

3) Do all the local sources work through the AV receiver?
Check the operation of each source individually.

Bandwidth

1) If using a graphics-based source (such as a PC/Mac/ media server), make sure the source resolution is set to a maximum of 1080p, 50Hz. Higher resolutions available for graphics-based systems require higher bandwidth that may affect transmission of signals as well as incompatibility with devices.

IR

1) Check emitters at the IR TX transmitter end and receivers at the IR RX receiver end – are they connected to the correct ports on the Transmitter and Receiver

2) Is the emitter correctly positioned on the source?
Fix the emitter directly over the infrared sensor of the source and attach using the adhesive backing.
Note: Locate the infrared source sensor by using a flashlight to find the sensor within the facia of the source display. If necessary, secure the emitter over the sensor with a small amount of contact adhesive.

3) Is the remote handset powered and sending a signal?

Note: IR is invisible to the naked eye, so use a digital camera/ phone camera to check the remote signal – point the camera at the remote control when pressing a button. The remote transmitter can be seen flashing to indicate a signal being sent. Replace batteries if flashing is not seen on the digital camera screen.

4) IR dropout issues can be due to exterior influences emitting infrared radiation that can interrupt IR signals. Ensure emitters and receivers are away from the following causes of IR interference.
- Direct sunlight, Fluorescent lighting (on cold start up)
- Halogen lighting
- Plasma screens

5) UTP Termination Issues – ensure cables and RJ45 terminations are correct and in good condition at both transmitter and receiver ends to see if control is established. If so, a possible re-termination of the cable could remedy the problem.

6) Are WyreStorm emitters and receivers being used? The use of third party products/magic eyes may not be compatible. Always use WyreStorm components included with your purchase or check compatibility of third party control systems with your WyreStorm dealer.

7) If problems persist, swap out the IR emitters and receivers to rule out faults with the units themselves. Use emitters you know are fully operational to test working condition.

8) Should IR remain unresponsive, turn off and disconnect all cables from the device reconnect zones one at a time to assess if one location in particular is the problem.

If so, run new cables directly to the display – if this fixes the problem, it is likely that electromagnetic interference / damage to the cable somewhere along the run is causing the IR signal to drop out. Investigate and remove EM interference from the run or replace damaged UTP cable.

10. FAQs

Cat5e or 6?
While our equipment is tested and graded to Cat 5e cable standard; tests have shown that better results are achieved when using Cat6 cable. The lower AWG (American Wire Gauge) uses thicker copper cores ensure better signal transfer/Transmission rates. Newly installed cabling should always conform to Part P Regulation and BS 7671 (17th Edition), and should be terminated to 568B standard.

Can I use a single Cat 5e/Cat 6 cable?
Although conventional transmission used to be considered two Cat5e cables for video, audio and control, many modern transmission technologies only require a single cable, with video, audio and two-way control passed along a single Cat5e/6 cable - with the addition of RS232 serial control, Ethernet and low voltage power found on HDBaseT enables devices.

How far can the signal travel?
Under perfect transmission conditions WyreStorm single cable UTP extender products will operate at from 40m to 100m (@1080p) depending on the model used.

Perfect conditions denotes no electrical interference, straight cable runs with no bends or kinks and no patch panels or wall outlets. If some of the above are factors in your installation then signal strength and bandwidth can be compromised.

What about 3D?
As with all WyreStorm matrix switchers and the majority of extender products, this EX-40 supports pass-through a full 3D Blu-ray signal. See specification for details).

How do I control the sources?
All of our HDMI distribution products support IR pass-through from point-to-point extender sets to AMP and HDBaseT matrices. Most of the range now supports wideband IR meaning it is compatible with any IR device available on the market. Our PP and HDBaseT matrix range (Cat 5e/Cat6) has IR pass-through from each of the outputs and has discrete IR outputs at the switch end,

meaning you can have multiple identical sources yet the IR would be routed only to the applicable source.

Do I need power at the TV end?
Yes. This product requires its own 12v local/mains power at display zones to operate.
WyreStorm PoH enabled devices require no power supply at the TV end by drawing power from a PoH matrix or PoH transmitter. See www.wyrestorm.com for details on our PoH range.

Are WyreStorm products compatible with HDMI 1.4?
HDMI 1.4 refers to a list of 'features' that a device is capable of supporting, including Ethernet channel, return audio channel, 3Detc. Due to the continuously evolving nature of the technology, HDMI Licensing LLC have now decided to simplify terminology by testing and referring to cable in terms of STANDARD or HIGH-SPEED rather than in generations 1.3, 1.4 etc.
• STANDARD (or "category 1") HDMI cables perform at speeds of 75Mhz or up to 6.75Gbps, which is the equivalent to a 720p/1080i signal – These HDMI cables are NOT recommended.
• All WyreStorm equipment support HIGH-SPEED (or "category 2") HDMI cables that have been tested to perform at speeds of 340Mhz or up to 10.2Gbps, which is the highest bandwidth currently utilised over an HDMI cable and can successfully handle 1080p signals including those at increased colour depths and/or increased refresh rates from the Source. High-Speed cables are also able to accommodate higher resolution displays, such as WQXGA cinema monitors (resolution of 2560 x 1600).

What about screens with different resolution capabilities?
When sending a signal point to point a TV will communicate it's capabilities to the source, then the source will output a suitable signal that compatible (i.e. 1080p Stereo audio). If you were to use a matrix switch with three 1080p screens and one 1080i screen, the resultant image would be1080i across all screens. The matrix switches do not scale per output but instead negotiate with the source a signal that all screens are capable of supporting.

How does the Trasnmission device handle HDCP?
HDCP (High Definition Copyright Protection) is a feature built in to HDMI devices to prevent theft of or illegal distribution of HD content. Unlike competing products, WyreStorm equipment are legal and comply with HDCP regulations.
They do this by assigning a "key" to any display connected to the device. HDCP "keys" are assigned to a display when connected to a HDMI device normally. This doesn't change when connecting to an extender, receiver or matrix switch; rather keys are duplicated or more are assigned.

I can get 1080i but not 1080p at a TV location
Firstly ensure that both the source is capable of outputting 1080p and that the TV is a Full HD 1080p screen. If this is the case then the extenders may require manual EDID or EQ adjustment using the DIP switches.
This useful feature provides a successful "send and receive" to ensure swift and stable EDID negotiation between the source and display.

See Troubleshooting section for more tips on problem solving.

I cannot get a signal from my A/V receiver along a Cat 5e extender set
Check to ensure that the A/V Receiver isn't adding CEC (HDMI Control Protocol) to the outgoing signal, this can sometimes have an effect on the HDMI signal.

11. Maintenance

Clean this unit with a soft, dry cloth only. Never use alcohol, paint thinner or other harsh chemicals.

12. Product Service

1. Damage requiring service: This unit should be serviced by a qualified service personnel if:
• The DC power supply or AC adaptor has been damaged.
• Objects or liquid have gotten into the unit.
• The unit has been exposed to rain.
• The unit does not operate normally or exhibits a marked change in performance.
• The unit has been dropped or the cabinet damaged.

2. Servicing Personnel: Do not attempt to service the unit beyond that described in these operating instructions. Refer all other servicing to authorised servicing personnel.

3. Replacement Parts: When parts need replacing, ensure parts approved by the manufacturer are used – either those specified by the manufacturer or parts possessing the same characteristics as the original parts.

Be aware – unauthorised substitutes may result in fire, electric shock, or other hazards and will invalidate your warranty.

4. Safety Check: After repairs or service, ask the service personnel to perform safety checks to confirm the unit is in proper working condition.When shipping the unit, carefully pack and send it prepaid, with adequate insurance and preferably in the original packaging. Please include a document or letter detailing the reason for return and include a daytime telephone number and/or email address where you can be contacted.

13. Mail-in-service

If repair is required during the limited warranty period, the purchaser will be required to provide a sales receipt or other proof of purchase, indicating date and location of purchase as well as the price paid for the product. The customer will be charged for the repair of any unit received unless such information is provided.

14i. Warranty

Should you feel your product does not function adequately due to defects in materials or workmanship, WyreStorm (referred to as “the warrantor”) will, for the length of the period indicated below (starting from the original date of purchase) either:

a) Repair the product with new or refurbished parts.
or
b) Replace it with a new or refurbished product.

Limited warranty period:
All WyreStorm products are covered by a 2 year PARTS and LABOUR warranty. During this period there will be no charge for unit repair, replacement of unit components or replacement of product if necessary.

The decision to repair or replace will be made by the warrantor. The purchaser must mail-in the product during the warranty period. This limited warranty only covers the product purchased as new and is extended to the original purchaser only. It is non-transferable to subsequent owners, even during the warranty period.
A purchase receipt or other proof of original purchase date is required for the limited warranty service.

14ii. Warranty Limits and Exclusions

1. This Limited Warranty ONLY COVERS failures due to defects in materials or workmanship and DOES NOT COVER normal wear and tear or cosmetic damage.

The limited warranty also DOES NOT COVER damage that occurs in shipment or failures caused by products not supplied by the warrantor, failures resulting from accident, misuse, abuse, neglect, mishandling, misapplication, alteration, incorrect installation, set-up adjustment, implementation of/to consumer controls, improper maintenance, power line surge, lightening damage, modification, service by anyone other than a manufacturer-approved service centre or factory-authorised personnel, or damage attributable to acts of God.

2. There are no express warranties except as listed under “limited warranty coverage.” The warrantor is not liable for incidental or consequential damage resulting from the use of this product or arising out of any breach of this warranty.

For example: damages for lost time, the cost of having a person/persons remove or re-install previously installed equipment, travel to and from service location, loss of or damage to media, images, data or other recorded/stored content. The items listed here are not exclusive, but are for illustration only.

Parts and service not covered by this limited warranty are not the responsibility of the warrantor and should be considered the responsibility of the individual.

15. Installation Notes

www.wyrestorm.com

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