Installation Guide for the

OneLINK Bridge

AV Interface

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Contents

Overview

This guide covers the OneLINK™ Bridge AV Interface, which is available as the receiver only, as part of a camera and receiver system, or with an interface module for use with a RoboSHOT HDMI or third-party camera:

- 999-9595-000/001/009 – receiver only
- 999-9950-200/201/209 – RoboSHOT 20 UHD HDBT OneLINK System (black RoboSHOT 20 UHD camera)
- 999-9950-200W/201W/209W – RoboSHOT 20 UHD HDBT OneLINK System (white RoboSHOT 20 UHD camera)
- 999-9960-200/201/209 – RoboSHOT 12 HDBT OneLINK Bridge System
- 999-9963-200/201/209 – RoboSHOT 30 HDBT OneLINK Bridge System (black RoboSHOT 30 HDBT camera)
- 999-9963-200W/201W/209W – RoboSHOT 30 HDBT OneLINK Bridge System (white RoboSHOT 30 HDBT camera)
- 999-9690-000/001/009 – OneLINK Bridge System for RoboSHOT HDMI Cameras
- 999-9630-000/001/009 – OneLINK Bridge System for Sony/Panasonic Cameras
- 999-9660-000/001/009 – OneLINK Bridge Systems for Cisco Precision Series Cameras
- 999-9620-000/001/009 – OneLINK Bridge System for Polycom EagleEye IV Camera

Part number suffixes indicate power cord set types and (where applicable) color. Those ending in 00 or 00W include cord sets for use in North America; 01 and 01W include cord sets for use in Europe and the UK; 09 and 09W include cord sets for use in Australia and New Zealand.

What's in this Guide

This guide provides information about:

- Unpacking the OneLINK Bridge AV interface
- The AV interface's physical features
- Installing the OneLINK Bridge AV interface
- Warranty and compliance/conformity information

Features

- Converts any conference room to a BYOD environment, delivering a USB stream for soft conferencing clients
- Incorporates Vaddio's market-leading AV Bridge functionality, connecting professional AV equipment to PC applications via USB 3.0 media stream
- Simple, clutter-free camera installation – power, control, video, and streaming over one Cat-5e or better cable
- Extends installation distance for HDBaseT cameras up to 100 m (328 ft.)
- Video with audio: Simultaneous uncompressed USB 3.0, HDMI 1.4b, and 3Gb/s HD-SDI; passes IP stream if available from source
- Two balanced audio inputs – line level or mic level; two balanced audio outputs, line level
- Control via web interface or Telnet; passes web-based, Telnet, and RS-232 serial control to connected devices
- Front panel buttons: Display the IP and MAC address for the device on the display outputs; reboot
- Status lights to show activity – USB, Network, Source, and OneLINK

Unpacking the AV Interface

Make sure you received all the items you expected. Here are the packing lists for the OneLINK Bridge AV interface.

OneLINK Bridge AV interface, 999-9595-000/001/009

- OneLINK Bridge AV interface unit, 998-9595-000
- 48 VDC, 1.36A switching power supply
- AC cord set(s):
  - Kit 999-9595-000 includes one AC cord set for North America
  - Kit 999-9595-001 includes two AC cord sets, one for Europe and one for the UK
  - Kit 999-9595-009 includes one AC cord set for Australia and New Zealand
- 3-position, 3.5 mm Phoenix connector plugs (4)
- Quick-Start Guide

RoboSHOT 20 UHD HDBT OneLINK Bridge System, 999-9950-200/201/209 (black/silver camera) or 999-9950-200W/201W/209W (white camera)

- RoboSHOT 20 UHD camera kit (includes Thin Profile Wall Mount; refer to the RoboSHOT 20 UHD manual for the full camera packing list)
- OneLINK BridgeAV interface unit, 998-9595-000
- 48 VDC, 1.36A switching power supply
- AC cord set(s):
  - Kit 999-9960-200 includes one AC cord set for North America
  - Kit 999-9960-201 includes two AC cord sets, one for Europe and one for the UK
  - Kit 999-9960-209 includes one AC cord set for Australia and New Zealand
- 3-position, 3.5 mm Phoenix connector plugs (4)
- Quick-Start Guide

Roboshot 12 HDBT OneLINK Bridge System, 999-9960-200/201/209

- RoboSHOT 12 HDBT camera kit (includes Thin Profile Wall Mount; refer to the RoboSHOT HDBT manual for the full camera packing list)
- OneLINK Bridge AV interface unit, 998-9595-000
- 48 VDC, 1.36A switching power supply
- AC cord set(s):
  - Kit 999-9960-200 includes one AC cord set for North America
  - Kit 999-9960-201 includes two AC cord sets, one for Europe and one for the UK
  - Kit 999-9960-209 includes one AC cord set for Australia and New Zealand
- 3-position, 3.5 mm Phoenix connector plugs (4)
- Quick-Start Guide

Roboshot 30 HDBT OneLINK Bridge System, 999-9963-200/201/209 (black) or 999-9963-200W/201W/209W (white)

- RoboSHOT 30 HDBT camera kit, black or white (includes Thin Profile Wall Mount; refer to the RoboSHOT HDBT manual for the full camera packing list)
- OneLINK Bridge AV interface unit, 998-9595-000
- 48 VDC, 1.35A switching power supply
- AC cord set(s):
  - Kit 999-9963-200/200W includes one AC cord set for North America
  - Kit 999-9963-201/201W includes two AC cord sets, one for Europe and one for the UK
  - Kit 999-9963-209/209W includes one AC cord set for Australia and New Zealand
- 3-position, 3.5 mm Phoenix connector plugs (4)
- Quick-Start Guide

OneLINK Bridge System for RoboSHOT HDMI Cameras, 999-9690-000/001/009

Camera not included.

- OneLINK BridgeAV interface unit, 998-9595-000
- 3-position, 3.5 mm Phoenix connector plugs (4)
- 48 VDC, 1.36A switching power supply
- AC cord set(s):
  - Kit 999-9690-000 includes one AC cord set for North America
  - Kit 999-9690-001 includes two AC cord sets, one for Europe and one for the UK
  - Kit 999-9690-009 includes one AC cord set for Australia and New Zealand
- OneLINK HDMI EZIM transmitter unit
- Cat-5e patch cable, 1 ft. (30 cm)
- HDMI cable, 1 ft. (30 cm)
- Power cable, 1 ft. (30 cm)
- USB 3.0 cable, type A to type B, 6 ft. (1.8 m)
- Screws, 6-32 X .188" (2)
- Quick-Start Guide

OneLINK Bridge System for Sony and Panasonic HDMI Cameras, 999-9630-000/001/009

Camera not included.

- OneLINK BridgeAV interface unit, 998-9595-000
- OneLINK HDMI EZCamera Interface Module (EZIM)
- 48 VDC, 1.36A switching power supply
- AC cord set(s):
  - Kit 999-9963-200/200W includes one AC cord set for North America
  - Kit 999-9963-201/201W includes two AC cord sets, one for Europe and one for the UK
  - Kit 999-9963-209/209W includes one AC cord set for Australia and New Zealand
- Thin Profile Wall Mount for Sony and Panasonic Cameras, with mounting hardware for the OneLINK HDMI EZIM
- Cat-5e patch cable, 1 ft. (30 cm)
- HDMI cable, 1 ft. (30 cm)
- OneLINK cable for Sony and Panasonic cameras, RJ-45 to 8-pin mini-DIN, 1 ft. (30 cm)
- Power cable for Sony camera, 1 ft. (30 cm)
- Power cable for Panasonic camera, 1 ft. (30 cm)
- USB 3.0 cable, type A to type B, 6 ft. (1.8 m)
- 3-position, 3.5 mm Phoenix connector plugs (4)
- Quick-Start Guide

OneLINK Bridge Systems for Cisco Precision Series Cameras, 999-9660-000/001/009

Camera not included.

- OneLINK BridgeAV interface unit, 998-9595-000
- OneLINK HDMI EZCamera Interface Module (EZIM)
- 48 VDC, 1.36A switching power supply
- AC cord set(s):
  - Kit 999-9963-200/200W includes one AC cord set for North America
  - Kit 999-9963-201/201W includes two AC cord sets, one for Europe and one for the UK
  - Kit 999-9963-209/209W includes one AC cord set for Australia and New Zealand
- Thin Profile Wall Mount for Cisco Precision Series Cameras with Codecs, with mounting hardware for the OneLINK HDMI EZIM
- Cat-5e patch cable, 1 ft. (30 cm)
- Cat-5e patch cable, 3 ft. (90 cm)
- HDMI cable, 1 ft. (30 cm)
- HDMI cable, 3 ft. 3 in. (1 m)
- OneLINK cable for Cisco Precision HD Camera, 1 ft. (30 cm)
- OneLINK cable for Cisco Precision 60 Camera, 1 ft. (30 cm)
- USB 3.0 cable, type A to type B, 6 ft. (1.8 m)
- RS-232 adapter, RJ-45 to DE-9
- 3-position, 3.5 mm Phoenix connector plugs (4)
- Quick-Start Guide

OneLINK Bridge System for Polycom EagleEye IV Camera, 999-9620-000/001/009

Camera not included.

- OneLINK BridgeAV interface unit, 998-9595-000
- OneLINK HDMI EZCamera Interface Module (EZIM)
- 48 VDC, 1.36A switching power supply
- AC cord set(s):
  - Kit 999-9963-200/200W includes one AC cord set for North America
  - Kit 999-9963-201/201W includes two AC cord sets, one for Europe and one for the UK
  - Kit 999-9963-209/209W includes one AC cord set for Australia and New Zealand
- Thin Profile Wall Mount for Polycom Cameras with Codecs, with mounting hardware for the OneLINK HDMI EZIM
- USB 3.0 cable, type A to type B, 6 ft. (1.8 m)
- OneLINK cable, EZIM side, 1 ft. (30 cm)
- OneLINK cable, codec side, 2 ft. (60 cm)
- 3-position, 3.5 mm Phoenix connector plugs (4)
- Quick-Start Guide

A Quick Look at the OneLINK Bridge AV Interface

This section covers the physical features of the OneLINK Bridge AV interface.

Note

The OneLINK Bridge is not a camera control device. You cannot access camera control from the OneLINK Bridge AV interface's IP address.

Front Panel

- **USB** indicator – Illuminates when a USB stream is present.
- **Network** indicator – Illuminates when connected to the IP network.
- **Source** indicator – Illuminates when a video input is detected.
- **OneLINK** indicator – Illuminates when the OneLINK Bridge detects a connection to an HDBaseT device or to the OneLINK HDMI EZIM.
- **Display IP and MAC Address** button (illuminated blue) – Outputs the OneLINK Bridge IP and MAC addresses as an overlay on the HDMI, HD-SDI, and USB video outputs.
- **Power System Reset** button (illuminated red) – reboots the OneLINK Bridge without affecting the connected camera.

Connector Panel

- **48 VDC 1.36 AMP** – Connect only the power supply provided with the unit.
- **OneLINK Digital Camera Interface** – All connectivity to the HDBaseT camera or switcher (or to the OneLINK HDMI EZIM): power, network, control, video, and (if available) audio
- **HDMI** – Video from the connected camera or other source
- **USB 3.0** – Uncompressed video output with PCM audio for conferencing applications
- **HD-SDI** – Video output from the camera
- **Network** – IP streaming (if available from source) and control
- **RS-232** – Control pass-through to the camera
- **Audio I/O Line Out 1 and Line Out 2** – Far-end audio from conferencing application or as configured in the audio matrix
- **Audio I/O Mic/Line In 1 and Mic/Line In 2** – Microphone or other audio inputs

Connector Panel – EZIM

The OneLINK HDMI EZIM is not required when using the OneLINK Bridge with a Vaddio HDBaseT camera; however, it is required when using the OneLINK Bridge with a RoboSHOT HDMI or other HDMI camera.

From left to right:

- **Camera power jack** – Power to the camera. In each camera-specific kit, the appropriate cable is provided to connect your camera to this jack.
- **Ethernet port** – Passes IP streaming (if available) and control.
- **RS-232** – Bidirectional RS-232 connection for camera control.
- **HDMI connection** – HDMI video signal from the camera.
- **OneLINK interface port** – Connection from the OneLINK Bridge to the OneLINK HDMI EZIM. Cat-6 or Cat-7 cabling may provide better performance in noisier RF or EMF environments - when in doubt, use shielded Cat-6 cable. Cable distance between the OneLINK EZIM and OneLINK HDMI Interface is a maximum of 328 feet (100 m).

Use the mounting flange to attach the EZIM to the camera's included wall mount.

Installation

Details of the OneLINK Bridge installation vary, depending on the equipment to be used with it.

Don't Void Your Warranty!

Caution
Use only the power supply included with this product. Using a different one will void the warranty, and could create unsafe operating conditions or damage the product.

Do not connect the OneLINK power supply to a camera. It does not provide the correct voltage for Vaddio cameras, and will damage the camera and void the camera's warranty.

This product is for indoor use only. Do not install it outdoors or in a humid environment. Do not allow it to come into contact with any liquid.

Do not install or operate this product if it has been dropped, damaged, or exposed to liquids. If any of these things happen, return it to Vaddio for safety and functional testing.

All information about this product is available for download at www.vaddio.com/support – no cost, no registration required.

Cabling Notes

If a OneLINK EZIM is used, the maximum cable distance between the EZIM and main interface is 328 ft. (100 m).
In noisier RF or EMI environments, shielded Cat-6 cable is recommended.

Note
Use standard RJ-45 connectors and a good crimping tool. Do not use pass-through RJ-45 connectors. Poorly crimped connectors can damage the connectors on the product, cause intermittent connections, and degrade signal quality. Test cable pin-outs and continuity before connecting them.

Intact – Contact fingers will make reliable contact with the cable connector

Damaged – Some contact fingers are bent and will NOT make reliable contact with the cable connector

Pro Tip
To prevent tragic mishaps, label both ends of every cable.

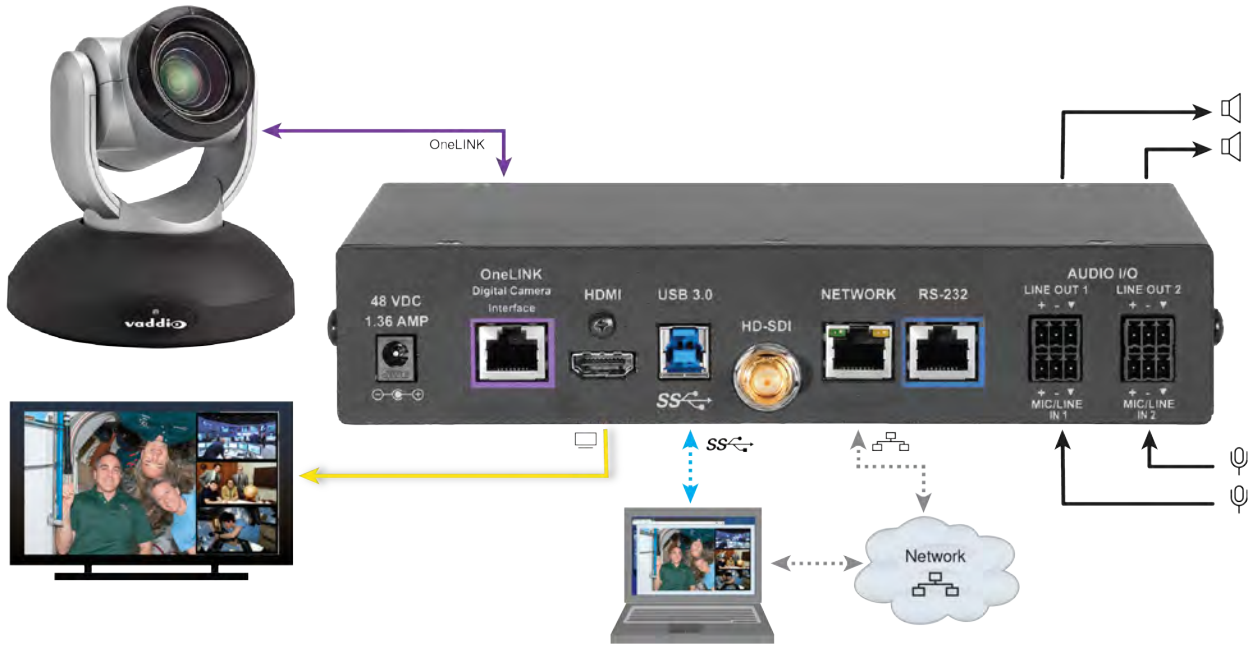
Mounting the Extension Module

If you are installing the OneLINK device with a OneLINK HDMI EZIM, mount the EZIM with or near the camera.

Most Vaddio Thin Profile Wall Mounts include mounting holes to attach the EZIM. Follow the instructions supplied with the mount. Connect all required cables during camera installation.

Connections

Conferencing installation with HDBaseT camera (RoboSHOT 20 UHD shown)

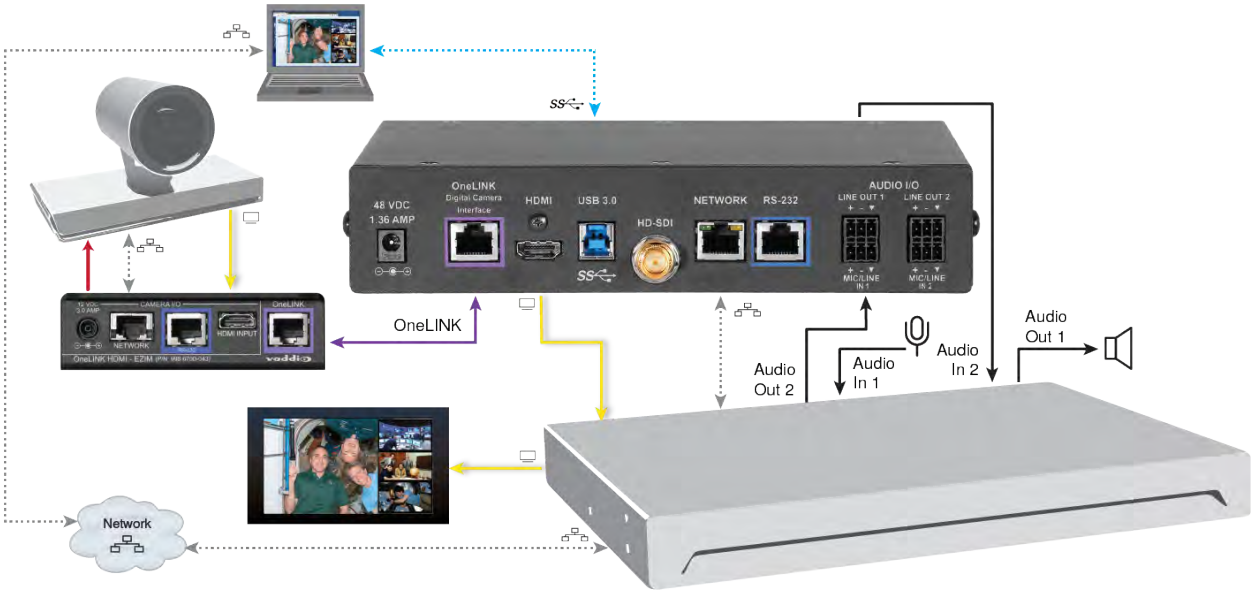


Note

To discover the IP address for the OneLINK Bridge, press the Display IP and MAC Address button. The information is overlaid on the HDMI, HD-SDI, and USB video outputs.

Connecting to a Conferencing Codec

Shown with Cisco camera and codec



Note

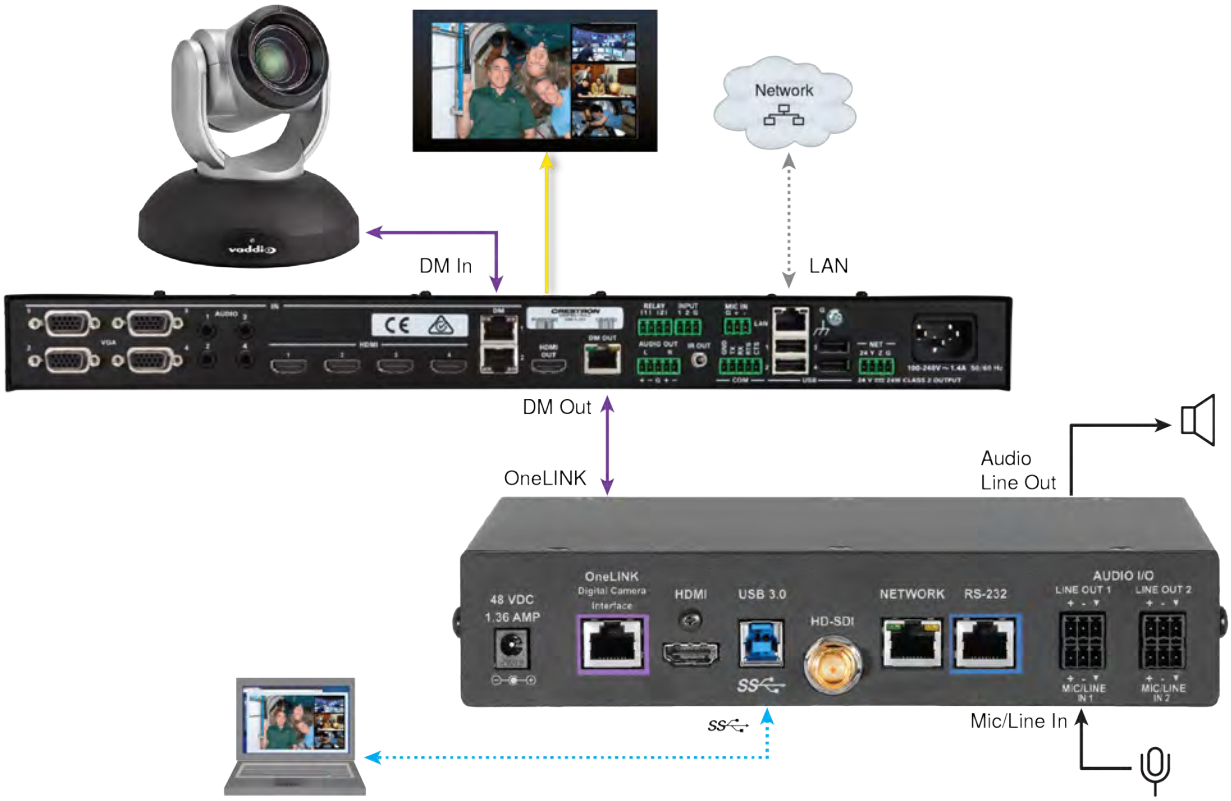
Ensure that echo cancellation is enabled on only one device, whether it is the OneLINK Bridge or the conferencing codec. If echo cancellation is enabled on both the OneLINK Bridge and the codec, unexpected audio effects may result.

Note

When using the OneLINK Bridge AV interface with a Polycom camera and conferencing codec, conference participants will need to point the remote at the codec or use third-party control. IR forwarding for camera control is not available.

Connecting to an HDBaseT Switcher

Shown with Crestron switcher



Powering up the Equipment

Power up any connected equipment that is not powered by the OneLINK Bridge AV interface, then connect power to the OneLINK Bridge.

Next Steps

The OneLINK Bridge is now ready to configure and use. This information is available in the **Integrator's Complete Guide for the OneLINK Bridge AV Interface**.

Operation, Storage, and Care

For smears or smudges on the product, wipe with a clean, soft cloth. Use a lens cleaner on the lens. Do not use any abrasive chemicals.

Keep this device away from food and liquids.

Do not operate or store the device under any of the following conditions:

- Temperatures above 40°C (104°F) or below 0°C (32°F)
- High humidity, condensing or wet environments
- Inclement weather
- Severe vibration
- Lateral acceleration of more than 27G
- Dry environments with an excess of static discharge

Do not attempt to take this product apart. There are no user-serviceable components inside.

Compliance Statements and Declarations of Conformity

Statements are given separately for the OneLINK Bridge AV interface and the OneLINK HDMI EZCamera Interface Module (EZIM).

OneLINK Bridge AV Interface

Compliance testing was performed to the following regulations:

FCC Part 15 (15.107, 15.109), Subpart B	Class A
ICES-003, Issue 6, January 2016	Class A
EN 55024, 2010	Class A
EN 55032, 2012	Class A
EN 60950-1: 2006 + A11: 2009 + A1: 2010 + A12: 2011 + A2: 2013	Safety
KN24 2008 (CISPR 24: 1997 + A1: 2000 + A2: 2002)	Class A
EMC Directive 2014/30/EU	Class A

FCC Part 15 Compliance

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15, Subpart B, of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/her own expense.

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.

Changes or modifications not expressly approved by Milestone AV Technologies can affect emission compliance and could void the user's authority to operate this equipment.

ICES-003 Compliance

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le présent appareil numérique n'emet pas de bruits radioélectriques dépassant les limites applicables aux appareils numeriques de la classe A préscrites dans le Règlement sur le brouillage radioélectrique édicte par le ministère des Communications du Canada.

European Compliance

This product has been evaluated for Electromagnetic Compatibility under the EMC Directive for Emissions and Immunity and meets the requirements for a Class A digital device. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Standard(s) To Which Conformity Is Declared: CE

EMC Directive 2014/30/EU	
EN 55032: 2012	Multimedia Equipment Emissions Requirements
EN 55024: 2010	IT Immunity Characteristics
EN 61000-4-2 + Amendments A1, A2	Electrostatic Discharge
EN 61000-4-3 + A1	Radiated Immunity
EN 61000-4-4 + Corrigendum	Electrical Fast Transients
EN 61000-4-5	Surge Immunity
EN 61000-4-6	Conducted Immunity
EN 61000-4-8	Power Frequency Magnetic Field
EN 61000-4-11	Voltage Dips, Interrupts and Fluctuations
KN24 2008 (CISPR 24: 1997 + A1: 2000 + A2: 2002)	IT Immunity Characteristics
EN 61000-4-2	Electrostatic Discharge
EN 61000-4-3	Radiated Immunity
EN 61000-4-4	Electrical Fast Transients
EN 61000-4-5	Surge Immunity
EN 61000-4-6	Conducted Immunity
EN 61000-4-8	Power Frequency Magnetic Field
EN 61000-4-11	Voltage Dips, Interrupts and Fluctuations
Low Voltage Directive 2014/35/EU	
IEC 60950-1: 2005 (2nd Edition); Am 1: 2009 + Am 2: 2013	Safety
EN 60950-1: 2006 + A11: 2009 + A1: 2010 + A12: 2011 + A2: 2013	Safety
RoHS Directive 2011/65/EU	

Compliance and Declarations of Conformity

OneLINK HDMI EZCamera Interface Module (EZIM)

Compliance testing was performed to the following regulations:

- FCC Part 15 (15.107, 15. 109), Subpart B Class A
- ICES-003, Issue 4: 2004Class A
- EN 55022A: 2006 + A1: 2007 Class A
- KN24 2008 (CISPR 24: 1997 + A1: 2000 + A2: 2002) Class A
- KN22 2008 (CISPR 22: 2006) Class A
- EMC Directive 2004/108/EC Class A
- EN 55024: A2: 2003 Class A
- EN 60950-1:2006+A11: 2009+A1: 2010+A12: 2011 Safety

FCC Part 15 Compliance

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15, Subpart B, of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/her own expense.

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.

Changes or modifications not expressly approved by Vaddio can affect emission compliance and could void the user's authority to operate this equipment.

ICES-003 Compliance

Industry Canada Industrie Canada

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le présent appareil numérique n'emet pas de bruits radioélectriques dépassant les limites applicables aux appareils numeriques de la classe A préscrites dans le Règlement sur le brouillage radioélectrique édicte par le ministère des Communications du Canada.

European Compliance

CE

This product has been evaluated for Electromagnetic Compatibility under the EMC Directive for Emissions and Immunity and meets the requirements for a Class A digital device. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Standard(s) To Which Conformity Is Declared:

EMC Directive 2004/108/EC

EN 55022:2010 Conducted and Radiated Emissions

EN 55024: 1998 + Amendments A1: 2001 + A2: 2003 Immunity

- EN 61000-4-2: 1995 + Amendments A1: 1998 + A2: 2001 Electrostatic Discharge
- EN 61000-4-3: 2006 + A1: 2008 Radiated Immunity
- EN 61000-4-4: 2004 + Corrigendum 2006 Electrical Fast Transients
- EN 61000-4-5: 2006 Surge Immunity
- EN 61000-4-6: 2009 Conducted Immunity
- EN 61000-4-8: 2010 Power Frequency Magnetic Field
- EN 61000-4-11: 2004 Voltage Dips, Interrupts and Fluctuations

KN24 2008 (CISPR 24: 1997 + A1: 2000 + A2: 2002)IT Immunity Characteristics

- EN 61000-4-2 Electrostatic Discharge
- EN 61000-4-3 Radiated Immunity
- EN 61000-4-4 Electrical Fast Transients
- EN 61000-4-5 Surge Immunity
- EN 61000-4-6 Conducted Immunity
- EN 61000-4-8 Power Frequency Magnetic Field
- EN 61000-4-11 Voltage Dips, Interrupts and Fluctuations

IEC 60950-1:2005 (2nd Edition); Am 1:2009 Safety

EN 60950-1: 2006+A11: 2009+A1: 2010+A12: 2011 Safety

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Warranty Information

See Vaddio Warranty, Service and Return Policies posted on support.vaddio.com for complete details.

Hardware* warranty: Two (2) year limited warranty on all parts and labor for Vaddio manufactured products. Vaddio warrants its manufactured products against defects in materials and workmanship for a period of two years from the day of purchase, to the original purchaser, if Vaddio receives notice of such defects during the warranty. Vaddio, at its option, will repair or replace products that prove to be defective. Vaddio manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry standard practices.

Exclusions: The above warranty shall not apply to defects resulting from improper or inadequate maintenance by the customer, customers applied software or interfacing, unauthorized modifications or misuse, mishandling, operation outside the normal environmental specifications for the product, use of the incorrect power supply, modified power supply or improper site operation and maintenance. OEM and special order products manufactured by other companies are excluded and are covered by the manufacturer's warranty.

Vaddio Customer Service: Vaddio will test, repair, or replace the product or products without charge if the unit is under warranty. If the product is out of warranty, Vaddio will test then repair the product or products. The cost of parts and labor charge will be estimated by a technician and confirmed by the customer prior to repair. All components must be returned for testing as a complete unit. Vaddio will not accept responsibility for shipment after it has left the premises.

Vaddio Technical Support: Vaddio technicians will determine and discuss with the customer the criteria for repair costs and/or replacement. Vaddio Technical Support can be contacted by email at support@vaddio.com or by phone at one of the phone numbers listed on support.vaddio.com.

Return Material Authorization (RMA) number: Before returning a product for repair or replacement request an RMA from Vaddio's technical support. Provide the technician with a return phone number, e-mail address, shipping address, product serial numbers and original purchase order number. Describe the reason for repairs or returns as well as the date of purchase. See the General RMA Terms and Procedures section for more information. RMAs are valid for 30 days and will be issued to Vaddio dealers only. End users must return products through Vaddio dealers. Include the assigned RMA number in all correspondence with Vaddio. Write the assigned RMA number clearly on the shipping label of the box when returning the product. All products returned for credit are subject to a restocking charge without exception. Special order product are not returnable.

Voided varranty: The warranty does not apply if the original serial number has been removed or if the product has been disassembled or damaged through misuse, accident, modifications, use of incorrect power supply, use of a modified power supply or unauthorized repair.

Shipping and handling: Vaddio will not pay for inbound shipping transportation or insurance charges or accept any responsibility for laws and ordinances from inbound transit. Vaddio will pay for outbound shipping, transportation, and insurance charges for all items under warranty but will not assume responsibility for loss and/or damage by the outbound freight carrier. If the return shipment appears damaged, retain the original boxes and packing material for inspection by the carrier. Contact your carrier immediately.

Products not under warranty: Payment arrangements are required before outbound shipment for all out of warranty products.

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