

# Warranty Information

## To The End User

All products manufactured by XTA Electronics (under the brand names XTA, MC² Audio, & Ultrafide Audio) are guaranteed for five (5) years from date of manufacture against faulty materials or workmanship under normal conditions of use.

All units under warranty claim should be returned to the factory carriage-prepaid by your local retailer, dealer, distributor, or sales partner, with a clear fault description and completion of our online SRF (Service Request Form). Units repaired under warranty will be returned to you prepaid, unless otherwise notified.

## Charges

All repairs outside the warranty period, or any request for extra servicing work or unit re-calibration, will be charged at our standard rate of £65 (GBP) per hour, plus parts and shipping (and VAT where applicable). Some XTA branded products carry fixed servicing charges – Please contact us for more information if required.

Please note: We reserve the right to increase parts and/or labour charges owing to rising costs, as and when required. Chargeable product repairs will be guaranteed against repeat failure for a period of 12 months from date of shipment from repair facility back to the client.

## OEM Units

XTA guarantees all units supplied to third-party manufacturers under their brand name for three (3) years from date of manufacture against faulty materials or workmanship under normal conditions of use.

All units under warranty claim should be returned to the factory carriage-prepaid by the OEM partner or their chosen regional service partner, with a clear fault description and completion of our online SRF (Service Request Form). Units repaired under warranty will be returned to you prepaid, unless otherwise notified.

XTA distributors have no obligations to repair OEM-supplied products, but may at their discretion, offer to repair units for a charge to be negotiated by them.

## Further Information

XTA will only support warranty repairs if the unit(s) in question have not been subjected to:

- Connection to incorrect mains voltage
- Damage from improper loudspeaker or interconnect wiring
- Unauthorised repair work, alteration, or damage
- Shipping accidents
- Any use not covered in our owner's manuals
- Exposure to moisture or contaminated working environments (smoke machine fluid / haze)
- Exposure to harmful weather conditions & tropical climate issues
- Removal or tampering of product serial number

Normal wear and tear conditions are also not covered under warranty, similar to units that have not been routinely maintained as advised by XTA, for example - Cleaning or replacing filter foam, removing dust and debris.

XTA's responsibility is limited to the product itself and the company accepts no responsibility for any incidental or consequential damages, including any loss due to cancellation of any events, or rent of replacement equipment or costs due to third party's or customer's loss of profit, or any other indirect cost or losses however incurred.

Prior to returning equipment for any servicing, modification, or repair work, please see the support section on our website.

<https://xta.co.uk/support/>

## XTA Electronics Ltd, MC² Audio, Ultrafide Audio

### Registered Office:

The Design House, Vale Business Park, Worcester Road, Stourport On Severn, West Midlands, DY13 9BZ, United Kingdom

**Telephone:** +44 (0)1299 879977 (XTA) | +44 (0)1404 44633

**Email:** [sales@xta.co.uk](mailto:sales@xta.co.uk) | [hello@ultrafideaudio.co.uk](mailto:hello@ultrafideaudio.co.uk)

**Web:** [www.xta.co.uk](http://www.xta.co.uk) | [www.mc2-audio.co.uk](http://www.mc2-audio.co.uk) | [www/ultrafideaudio.co.uk](http://www.ultrafideaudio.co.uk)