

# Chroma-Q Warranty Statement



Effective: January 1, 2020

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Chroma-Q warrants to the original purchaser, with proof of purchase, that its delivered products shall be free from defects in material and workmanship under normal use for a limited period of time (see table below).

Chroma-Q will repair, or at its option, provide an equivalent item or replace, the defective product during the stated warranty period. This warranty applies only to the repair or replacement of the product and only when the product is properly handled, installed and maintained according to Chroma-Q instructions. This warranty excludes defects resulting from improper handling, storage, installation, acts of God, fire, vandalism or civil disturbances. Purchaser must notify Chroma-Q in writing within 14 days of noticing the defect. This warranty excludes field labour or service charges related to the repair or replacement of the product.

The warranty contained herein shall not extend to any finished goods or spare parts from which any serial number has been removed or which have been damaged or rendered defective (a) as a result of normal wear and tear, willful or accidental damage, negligence, misuse or abuse; (b) due to water or moisture, lightning, windstorm, abnormal voltage, harmonic distortion, dust, dirt, corrosion or other external causes; (c) by operation outside the specifications contained in the user documentation; (d) by the use of spare parts not manufactured or sold by Chroma-Q or by the connection or integration of other equipment or software not approved by Chroma-Q unless the Customer provides acceptable proof to Chroma-Q that the defect or damage was not caused by the above; (e) by modification, repair or service by anyone other than Chroma-Q, who has not applied for and been approved by Chroma-Q to do such modification, repair or service unless the Customer provides acceptable proof to Chroma-Q that the defect or damage was not caused by the above; (f) due to procedures, deviating from procedures specified by Chroma-Q or (g) due to failure to store, install, test, commission, maintain, operate or use finished goods and spare parts in a safe and reasonable manner and in accordance with Chroma-Q's instructions (h) by repair or replacement of engines without factory training.

The warranty contained herein shall not apply to finished goods or spare parts which are sold "as is", as "second-hand", as used", as "demo" or under similar qualifications or to Consumables ("Consumables" is defined as any part(s) of goods or part(s) for use with goods, which part(s) of goods or part(s) for use with goods are consumed during the operation of the goods and which part(s) of goods or part(s) for use with goods require replacement from time to time by a user such as, but not limited to, light bulbs).

The warranty contained herein shall not apply, unless the total purchase price for the defective finished goods or spare parts has been paid by the due date for payment.

The warranty contained herein applies only to the original purchaser and are not assignable or transferable to any subsequent purchaser or end-user.

This warranty is subject to the shipment of the goods, within the warranty period, to the Chroma-Q warranty returns department, by the purchaser, at the purchasers' expense. If no fault is found, Chroma-Q will charge the purchaser for the subsequent return of the goods.

Chroma-Q reserves the right to change the warranty period without prior notice and without incurring obligation and expressly disclaims all warranties not stated in this limited warranty.

## Disclaimer

The information contained herein is offered in good faith and is believed to be accurate. However, because conditions and methods of use of our products are beyond our control, this information should not be used in substitution for customer's tests to ensure that Chroma-Q products are safe, effective, and fully satisfactory for the intended end use. Suggestions of use shall not be taken as inducements to infringe any patent. Chroma-Q sole warranty is that the product will meet the sales specifications in effect at the time of shipment. Your exclusive remedy for breach of such warranty is limited to refund of purchase price or replacement of any product shown to be other than as warranted.

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Chroma-Q reserves the right to change or make alteration to devices and their functionality without notice due to our ongoing research and development.

The Chroma-Q products have been designed specifically for the lighting industry. Regular maintenance should be performed to ensure that the products perform well in the entertainment environment.

If you experience any difficulties with any Chroma-Q products please contact your selling dealer. If your selling dealer is unable to help please contact [support@chroma-q.com](mailto:support@chroma-q.com). If the selling dealer is unable to satisfy your servicing needs, please contact the following, for full factory service:

North America:  
Tel: 416-255-9494  
Fax: 416-255-3514  
[support@chroma-q.com](mailto:support@chroma-q.com)

Outside North America:  
Tel: +44 (0)1494 446000  
Fax: +44 (0)1494 461024  
[support@chroma-q.com](mailto:support@chroma-q.com)

For further information please visit the Chroma-Q website at [www.chroma-q.com](http://www.chroma-q.com).

Chroma-Q products are trademarked, for more information on this visit [www.chroma-q.com/trademarks](http://www.chroma-q.com/trademarks). The rights and ownership of all trademarks are recognized.

Product Model or Series	Parts Warranty	Labour Warranty
Inspire Fixtures Series	3 years	3 years
Inspire Control Series	3 years	3 years
Color Force II Series	2 years	2 years
Studio Force II Series	2 years	2 years
Studio Force Phosphor Series	2 years	2 years
Color One 100 Series	2 years	2 years
Studio One 100 Series	2 years	2 years
Color Span II Series	2 years	2 years
Space Force Series	2 years	2 years
Brute Force Series (frame only)	2 years	2 years
Magic Box Series	2 years	2 years
Vista Control Surface Series	2 years	2 years
Vista DMX Adapters	2 years	2 years
Vista License Dongles	2 years	2 years
Jands Stage CL	2 years	2 years

Jean-Francois Canuel  
Managing Director