



CHIAYO ELECTRONICS CO., LTD.

www.chiayo.com.tw

Office : No. 30, Lane 27, Sec 4 Jen-Ai Road, Taipei 10685, Taiwan
Tel : 886-2-2741-5741

Factory : No. 88, Chung-Hsiao Street 2, Chiayi 60080, Taiwan
Tel : 886-5-271-1000

Warranty Policy

Nov. 10, 2023

Chiayo Wireless and Portable Sound Systems

Thank you very much for your purchase of our Chiayo Wireless and Portable Sound Systems.

The following are the guidelines for our Warranty Policy :

1. Chiayo Electronics Co., Ltd. (hereafter called Chiayo) warrants that Chiayo Wireless and Portable Sound System products (including the APEX PRO, STAGE PRO, STAGEMAN, FOCUS 505, Coach 400, Smart 300 and iTALK series) are guaranteed against malfunction due to defects in materials and workmanship.
2. **TWO (2)** years of limited warranty are given on the electronic circuitries of the wireless, mixer and amplifier boards inside the Portable Sound Systems.
3. **ONE (1)** year of warranty is given to the Lead Acid rechargeable battery.
4. **ONE (1)** year of warranty are given to the microphone capsule.
5. **ONE (1)** year of warranty are given to the Lavalier and Headset Microphones.
6. **ONE (1)** year of warranty are given to the speaker element.
7. **ONE (1)** year of warranty is given to mechanical moving parts such as the Trolley and the Wheels. Misuse is excluded.
8. **ONE (1)** year of warranty is given to the LCD display in the transmitter and receiver.
9. Warranty period shall start from the date of purchase. Original invoice must be presented for proof of warranty. The product must have been purchased from Lubell Labs.
10. Warranty does not extend to malfunction due to abuse or operation other than specified conditions, nor does it extend to incidental or consequential damages. Repair by other than CHIAYO or its authorized service agencies will void this guarantee.
11. This warranty does not cover any product that has been subjected to negligent use, connecting to improper power source, misuse, or operated beyond its manufactured specifications and limits, or has not been reasonably maintained.
12. Warranty shall not apply to promotional final sales products.
13. Warranty shall not apply to exterior finish, AC power cord, bulbs, or any other failings due to normal wear.
14. Warranty is void when equipment is subjected to adverse temperature, humidity, moisture, or other conditions that are considered abnormal environmental conditions.
15. **Third party accessories such as Battery, CD player, MP3 reader, Digital Media Player / Recorder and Bluetooth receiver shall be under the original manufacturer's warranty.**
16. This warranty excludes all damages or defects caused by shipping, transporting, or inadequate packaging for shipment.

CHIAYO

CHIAYO ELECTRONICS CO., LTD.

www.chiayo.com.tw

Office : No. 30, Lane 27, Sec 4 Jen-Ai Road, Taipei 10685, Taiwan
Tel : 886-2-2741-5741

Factory : No. 88, Chung-Hsiao Street 2, Chiayi 60080, Taiwan
Tel : 886-5-271-1000

17. Wireless products cannot be returned for exchange in the event that the governmental body changes its policy for frequency regulation during the warranty period.
18. In the event that certain electronic IC or components have been phased out by manufacturers, resulting in unavailability of replacement parts on the market, hence affecting CHIAYO's ability to perform the proper warranty repair, this warranty shall not be in force.
19. For Warranty claim, the owner must first obtain approval for any product they are attempting to return to CHIAYO. **For warranty claim, the owner pays for the one way shipping to LUBELL and LUBELL shall pay the return shipping back to the owner.**
20. Validity of this statement is ONE year and this warranty supersedes all other previous warranty statements.
21. Warranty of CHIAYO above mentioned products in North America is undertaken by CHIAYO subsidiary ACE PRO SOUND INC. in Canada.
22. CHIAYO will only liaise directly with Lubell Labs and Lubell Labs liaise directly with its own customers directly with regard to warranty matter.

Yours sincerely,

Chiayo Electronics Co., Ltd.


