

# LUMIN

- USA customer Support: 949-369-7729.
- Warranty Support and USA position on Unauthorized Internal Modifications

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The limited warranty on all new Lumin Music products purchased in the USA from authorized USA retailers is 2-years parts and labor, under normal use conditions. You must keep your original purchase receipt from your retail dealer or a clear copy to claim warranty service.

Lumin sales in the USA provides a warranty only on products imported by Lumin directly or by Source Systems, Ltd, and sold only by our authorized dealers as new equipment.

Lumin in the USA or Source Systems, Ltd, in the USA will not service product under warranty that have been opened by end-users, modified or altered.

## **IMPORTANT INFORMATION ON MODIFIED PRODUCTS!**

**Products modified (or “Modded”) by third party companies render Lumin products unserviceable by us.**

Modifying products immediately voids all warranties from Lumin in the USA. More importantly, since we do not know what these “mods” are, how they affect other circuits within the Lumin product and most importantly, affect the timing and control functions within the product, we are not able, at any cost, to repair a modified Lumin product. Modified products should be returned to the modifier or upon prior approval, the overseas factory for service if and only if there is direct factory approval for such return.

**For more information on authorized factory service and authorized service return please see the next section of this document.**

## Customer Service

**For questions regarding product features, specifications, “hook-up” and operation, please call your retail dealer.** Your dealer is the one most likely to be able to help you on an expedited basis.

If your dealer is unavailable or unable to help, then please call Source Systems Ltd. (USA importer) directly at : **1-949-369-7729**. You may also email your question at any time to [info@luminmusic.com](mailto:info@luminmusic.com) and/or [sourcesystems@cox.net](mailto:sourcesystems@cox.net)

**A wealth of help information** is available at: <http://www.audioshark.org/lumin-169/> You will have to register here but the process is free and confidential. Then you can search for any tips on Lumin that you may need help or information on (Including Optical and Ethernet networking for the Model X1). Very useful site which is also monitored by the Lumin factory.

**For some operational questions, it may be necessary to refer to users manuals** which you will find online at:

**For Lumin Application information:** <http://www.luminmusic.com/lumin-app.html>

**For Lumin Quick Start Guide:** <http://www.luminmusic.com/support-quickstart.html>

**For Lumin Hardware Settings:** <http://www.luminmusic.com/support-settings.html>

**For Basic Lumin Application Instructions:** <http://www.luminmusic.com/support-app.html>

**For Lumin firmware release notes:** <http://www.luminmusic.com/firmware-notes.html>

**Basic Q&A:** <http://www.luminmusic.com/support-faq.html>

The E-mail address for warranted service requests in the USA is: [sourcesystems@cox.net](mailto:sourcesystems@cox.net) and/or [info@luminmusic.com](mailto:info@luminmusic.com)

**If you would like to return your product to us for authorized USA warranty service, please use the guidelines below. A RA number must be provided prior to sending.**

The shipping and mailing address are:

Source Systems Repair

35 S Montilla

San Clemente, CA. 92672 – Phone: 949-369-7729

Hours:

Monday – Friday

8:30AM-5:00PM, PST

Saturdays by appointment only