

# LUMIN

**USA customer Support:** Contact your dealer or e mail to: [sourcesystems@cox.net](mailto:sourcesystems@cox.net)

v2.11 and subject to change.

**Warranty Support and USA policy on units purchased from unlisted, unauthorized dealers in the USA and units subjected to unauthorized internal modifications.**

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 Music Systems provides a USA warranty on products imported by Source Systems, Ltd. and sold only by our authorized USA Lumin retail dealers as new equipment.**

**Any Lumin Music products purchased from unauthorized USA dealers, or international dealers for use within the USA, are not warrantied in the USA. These products could be counterfeit or used product, designed for another country, grey goods, stolen goods, etc. A listing of authorized Lumin Music USA dealers may be found at: <http://www.luminmusic.com/purchase.html>**

**IMPORTANT INFORMATION ON MODIFIED PRODUCTS!**

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

Modifying products may void the warranty from Lumin Music Systems 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 may not be able, at any cost, to repair a modified Lumin product. Modified products should be returned to the modifier for service. On a case by case basis, we may make an exception if the product is returned to us in its original unmodified condition.

**For more information on authorized factory service and authorized service returns 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.

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**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. You can then 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 owner’s manual** which you will find online:

**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>

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

For USA warranty service contact your retail dealer first. If your dealer cannot resolve the question or issue, then contact Source Systems Ltd. by e mail at [sourcesystems@cox.net](mailto:sourcesystems@cox.net) or by phone at: 949-369-7729. For highly technical questions please e mail to: [info@luminmusic.com](mailto:info@luminmusic.com)

Hours:

Monday – Friday

9:00 AM-5:00PM, PST.

Saturdays by appointment only