

Martin

Service and Warranty

www.martinpro.com

SERVICE: In the USA: 1-888-TECH-180

Martin provides worldwide service and support through the largest distributor and dealer network in the industry. And to make sure that help is always available when you need it, Martin has established a 24-hour emergency hotline. The hotline connects you directly with the technical expertise and other resources required to handle any problem.

As a professional user of Martin equipment, you can have complete confidence that wherever you are, whatever time it is, immediate and highly skilled technical support is only a phone call away.

WARRANTY:

All products manufactured after 1-1-06 will carry a 2 year warranty. Everything before 1-1-06, carries a warranty period specified below:

Warranty of New Products



- Martin Warrants only that:
 - *On the date of delivery of new products to its Original Buyer and for a Specified Term thereafter, the products shall be free from defects in material and workmanship under normal use and conditions.*
- Retail Outlets warranty extends to begin Date of Sale from Retailer if, and only if, proof of sale from Retailer to end user is in the original warranty period.
- Warranty periods specified herein covers both parts and Labor.
- Martin DJ Products are covered by a one year warranty. Martin “Professional” and “Architectural” series products are covered by two year warranty.
- Un-used units may be returned for credit within fourteen (14) days of purchase and exchange for up to ninety (90) days.
- There is a 25% Re-Stock fee for all returned units returned for credit.



- MACH Speakers are covered by a 5 year limited warranty on all speakers.
- Power Soft products are covered by a 3 Year limited warranty.



- JEM Professional Products are covered by a 2 year limited warranty.
- JEM Club/DJ Products are covered by a 1 year limited warranty.
- JEM Product warranties will be voided if any other fluid other Martin, or JEM fluid is used in the machine.
- Un-used units may be returned for credit within fourteen (14) days of purchase and exchange for up to ninety (90) days.
- There is a 25% Re-Stock fee for all returned units.

**Any unit being returned for Credit or Exchange beyond the Terms of Warranty
MUST be approved by the
Director of Sales for that Segment.**

Warranty on B-Stock Products:



- Martin Professional Series, Architectural, and Club/DJ B-Stock products are covered by a Six (6) month Limited Warranty. Warranty is for repair only. B-Stock units cannot be returned for credit. They can be exchanged if approved by the appropriate person (DOS for Segment).
- B-Stock MAXXYZ and MAXEDIA are covered by One (1) year warranty.



- MACH B-Stock Speakers are covered by a Six (6) month limited Warranty.



- JEM B-Stock Products are covered by a Six (6) month limited Warranty. Warranty is for repair only. B-Stock units cannot be returned for credit. They can be exchanged if approved by the appropriate person.

Product Specific Warranty Terms
(Martin)

One Year Warranty

2510 Controller	Mania DC1
2518 DMX Controller	Mania DC2
2532 Direct Access	Mania EF1
Atomic Colors	Mania EF1i
CX-10 Extreme	Mania EF2
CX-2	Mania PR1
CX-4	Mania SCX500
DABS1	MC Switch
Detonator	MC-Showtime
DMX Interface	MX-1
DMX Switchpack	MX-4
Ego 01	RoboScan Pro 918
Ego 02	RS-485 Optosplitter
Ego 03	The Wife
Ego X4	T-Rex
Ego X5	Wizard Extreme
Ego X6	MANIA SCX - 500 / 600
Freekie	Mania EFX 500

Two Year Warranty

Alien 02 Pendant	LightJockey 2
Alien 02 Spot	MAC 2000 Performance
Alien 05	MAC 2000 Profile II
Atomic 3000 DMX	MAC 2000 Wash
Cyclo 02	MAC 250 Entour
Cyclo 03/04	MAC 250 Krypton
Cyclo 03/04 DMX	MAC 250+
Cyclo 04 DMX Wallwasher	MAC 300
Cyclo 04 Wallwasher	MAC 500
Cyclo Directional	MAC 550
Ether2DMX	MAC 600
Exterior 200	MAC 600 NT
Exterior 600	Maxxyz
Exterior 600 Compact	MiniMAC Maestro
FiberSource B150	MiniMAC Profile
FiberSource CMY150	MiniMAC Wash
FiberSource QFX 150	Wireless DMX-512 - Pro Diversity
Imager	Wireless DMX-512 - Standard
Inground 200	Xciter

Product Specific Warranty Terms
(Jem)

One Year Warranty

AF-1 Fan
AF-2 Fan
Magnum 1500
Magnum 550
Magnum 800
Magnum Club Smoke
Magnum Hazer

Two Year Warranty

Glaciator X-Stream
Roadie X-Stream
ZR 12 AL
ZR 12 DMX
ZR 24/7 Hazer
ZR 33 High Mass
Magnum Pro 2000

Additional warranty terms:
Powersoft Branded Goods: 36 months.

Warranty Repairs: The remainder of the warranty period of the goods or Ninety (90) days, whichever is longer.

Non-warranty repairs: Ninety (90) Days

Spare Parts: Ninety (90) Days from date of delivery

Consumables: No warranty.