



## Domestic Warranty

### LIMITED WARRANTY

Except for any express warranty included within the packaging of a specific product, Legrand warrants all Nuvo passive speaker products (henceforth referred to as the “Product”) to be free of defect in workmanship or materials under normal conditions of use with a lifetime limited warranty. As used herein, the term “lifetime limited warranty” shall mean as long as the original purchaser of the passive speaker product(s) owns said product(s). This warranty applies to the original purchaser only and is not transferable. This warranty applies and is good only in the United States. This warranty is subject to the following additional conditions and exclusions:

- Defects caused by wear and tear, misuse, accidents, voltage excess, acts of nature (fire, flood, lightning, natural disasters, etc.) or neglect are not covered by this warranty.
- Legrand does not warrant that the Product will operate error free or without interruption.
- This warranty does not apply to problems caused by third party accessories or components.
- This warranty does not apply to Product purchased and/or used outside the U.S.

This warranty will be void if:

- a. The unit has been altered or modified.
- b. The serial number has been removed or defaced.
- c. The Product was not purchased from an Authorized Nuvo Dealer.

Any Product returned to Legrand for warranty service must be accompanied by a Return Material Authorization (RMA) number. This number is necessary so that the factory can ensure proper tracking and handling of returned items. If you do not have an RMA number, Legrand reserves the right to refuse receipt of returned items. For support and/or to obtain an RMA number, call 800-223-4162 or send an email to [technicalsupport@nuvotechnologies.net](mailto:technicalsupport@nuvotechnologies.net).

To be able to help you efficiently when you contact Legrand, please have available:

- The product type or model number
- The proof-of-purchase (e.g. original invoice or cash receipt)
- The product serial number or production date code as specified on the product

If requested, the purchaser must ship the defective Product, together with the RMA number directly to Legrand at 301 Fulling Mill Road, Suite G, Middletown, PA 17057. The purchaser must pay all handling and transportation charges and bear the risk of any loss or damage in transit. Freight collect shipments will be refused. If Legrand determines that the unit was defective in materials or workmanship, Legrand will as its sole option, repair or replace the Product at no additional charge, except as set forth below.

If the model is no longer available or cannot be repaired, Legrand, as its sole option, may replace the

Product with a current model of equal or greater value. Legrand will retain all defective parts and Product which have been replaced under this Warranty. Legrand will ship, freight prepaid, the replacement or repaired product under this Warranty, only to the original purchaser.

This Warranty does not extend to Product which has been damaged or has failed as a result of abuse, neglect, misuse, or as a result of any accident, disaster, overload caused by voltage inputs in excess of the rated maximum for the Product, improper packing or shipping procedures, repair, or modification of the Product which has not been authorized or approved by Legrand. The Warranty also excludes normal discoloration caused by environmental conditions.

In addition, Legrand may support certain third-party technologies, such as specific file formats and content providers. Legrand reserves the right, in its sole and absolute discretion, to discontinue access to and/or support for such third-party technologies at any time, and for any reason and with no attendant liability. Legrand makes no warranties of any kind regarding the continuing support for any third-party content or technologies.

This Warranty is the only warranty provided with respect to the Product, and is in lieu of any and all other expressed and implied warranties. If the Product is defective in materials or workmanship only as warranted above, the purchaser's sole and exclusive remedy shall be repair or replacement as provided above. In no event will Legrand be liable for an incidental, indirect, direct, or consequential damages arising out of use or the inability to use the product, even if any other party has advised Legrand of the possibility of such damages. Some states do not allow the exclusion or limitation of consequential damages, so the above limitation and exclusion may not apply.

If Legrand determines that the problem is not due to a covered defect in materials and workmanship, Legrand will contact the purchaser for instructions as to disposition or repair of the product, with any repair performed subject to charge. Legrand's determination as to cause of the problem shall be final and binding.

This warranty goes into effect on May 1, 2019.

## International Warranty

### LIMITED WARRANTY

Except for any express warranty included within the packaging of a specific product, Legrand warrants all Nuvo passive speaker products (henceforth referred to as the "Product") to be free of defect in workmanship or materials under normal conditions of use with a lifetime limited warranty. As used herein, the term "lifetime limited warranty" shall mean as long as the original purchaser of the passive speaker product(s) owns said product(s). This warranty applies to the original purchaser only and is not transferable. This warranty is subject to the following additional conditions and exclusions:

- Defects caused by wear and tear, misuse, accidents, voltage excess, acts of nature (fire, flood, lightning, natural disasters, etc.) or neglect are not covered by this warranty.
- Legrand does not warrant that the Product will operate error free or without interruption.
- The warranty does not cover consequential damages (including but not limited to loss of data or loss of income), nor compensation for activities done by yourself, such as regular maintenance, installing firmware upgrades or saving or restoring data.
- This warranty does not apply to problems caused by third party accessories or components.

This warranty will be void if:

- a. The unit has been altered or modified.
- b. The serial number has been removed or defaced.
- c. The Product was not purchased from an Authorized Nuvo Dealer or Inter-Company Partner.

For Product purchased outside the U.S. or by non-U.S. customers, such warranty may be provided by an Authorized Nuvo Dealer or Authorized Inter-Company Service Partner from whom the Product was originally purchased. Authorized Nuvo Dealers can be found through the Legrand website at: <http://www.legrand.us/where-to-buy.aspx>. For help finding an Inter-Company Partner, call 800-223-4162 or send an email to [technicalsupport@nuvotechnologies.net](mailto:technicalsupport@nuvotechnologies.net). Products purchased from or installed by unauthorized entities are not covered by this Warranty.

In the unlikely event of a failure of the Product, a repair may be warranted. Such repair services may be provided as per the expressed policies and practices of an Authorized Nuvo Dealer or Authorized Inter-Company Service Partner. Where a repair is not possible or not commercially viable, Legrand may replace the product with a product of similar functionality. After a repair or replacement, the warranty period will continue from the date of the original purchase. Firmware upgrades that can be installed by the user him/herself are not considered repairs.

To be able to help you efficiently when you contact an Authorized Nuvo Dealer or Authorized Inter-Company Service Partner, please have available:

- The product type or model number
- The proof-of-purchase (e.g. original invoice or cash receipt)
- The product serial number or production date code as specified on the product

This Warranty does not extend to Product which has been damaged or has failed as a result of abuse,

neglect, misuse, or as a result of any accident, disaster, overload caused by voltage inputs in excess of the rated maximum for the Product, improper packing or shipping procedures, repair, or modification of the Product which has not been authorized or approved by Legrand. The Warranty also excludes normal discoloration caused by environmental conditions.

In addition, Legrand may support certain third-party technologies, such as specific file formats and content providers. Legrand reserves the right, in its sole and absolute discretion, to discontinue access to and/or support for such third-party technologies at any time, and for any reason and with no attendant liability. Legrand makes no warranties of any kind regarding the continuing support for any third-party content or technologies.

IN SOME GEOGRAPHIES, CERTAIN PROVISIONS IN THIS WARRANTY MAY BE SUPERCEDED BY THE MANDATORY WARRANTY REQUIREMENTS ESTABLISHED BY LOCAL LAWS OR REGULATIONS, IN CASES WHERE SUCH LAWS OR REGULATIONS DO NOT ALLOW FOR CONTRACTUAL DEVIATION, THE MINIMUM REQUIREMENTS OF SUCH LAWS OR REGULATIONS SHALL APPLY AND THE EFFECTED PROVISIONS OF THIS WARRANTY SHALL BE DEEMED STRICKEN OR MODIFIED ONLY TO THE EXTENT NECESSARY TO COMPLY THEREWITH.

This warranty goes into effect on May 1, 2019.