Eventide® *BD960*

AutoFill™ Broadcast Delay
Operating Manual

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 Manual Version 1.2

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OPERATION

The BD960 is quite easy to use...

Warnings and Cautions

Failure to heed these **warnings** could result in an electrical shock hazard!

- Always use a properly grounded, three-prong AC outlet.
- Always use a three-wire line cord like the one supplied with the BD960.
- Don't expose the BD960 to rain or moisture of any kind.
- There are no user-serviceable parts inside the unit. Refer all service work to a qualified technician.
- Dangerous voltages are present inside the unit. Use extreme caution when operating the unit with its cover removed.

Heat is the enemy of reliability (among other things). Don't block the top or bottom ventilation slots. Leave some clearance above and below the BD960 in your rack. Failure to do so could result in reduced service life or damage to your equipment.

Introduction and Overview

There are many, many words you can say on the radio. For instance, you can say "crumpet." You can also say "underwit" and "boysenberry." Your license will not be revoked if a caller makes passing reference to "yarn." The list goes on.
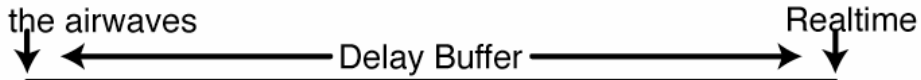
Nevertheless, there are a few words you can't say on the radio. The Eventide BD960 exists to make sure any utterance of this small subset is checked - deleted as it were, never to reach the airwaves, never to get your station in trouble. The concept is simple. The BD960 delays the realtime audio so that the on-air signal lags several seconds behind. The signal "floats around" in the BD960 for several seconds before hitting the airwaves. If you hit the DELETE button, the BD960 replaces whatever is floating around inside it with silence or a prerecorded "jingle" of your choosing.

So, if someone yells "&!#%!" in realtime, that "&!#%!" floats around inside the BD960 for several seconds before hitting the airwaves. If an attendant technician or on-air host hits DELETE while "&!#%!" is still floating around inside the BD960, "&!#%!" is replaced with silence or your jingle. After the silence or jingle runs its course, the usual delayed studio output again hits the airwaves.

Bingo! License retained!

A helpful diagram follows on the next page ...

Whatever reaches here hits
the airwaves

Realtime

◀——————— Delay Buffer ———————▶

It's not that I'm opposed to ca

It's not that I'm opposed to carrots, beets, or any ot

It's not that I'm opposed to carrots, beets, or any other vegetable... I'm O

's not that I'm opposed to carrots, beets, or any other vegetable... I'm OK with fruits and me

d to carrots, beets, or any other vegetable... I'm OK with fruits and melons - tomatoes even.

any other vegetable... I'm OK with fruits and melons - tomatoes even. But those &!#%! grains

I'm OK with fruits and melons - tomatoes even. But those &!#%! grains! With their &!#%! lit

nd melons - tomatoes even. But those &!#%! grains! With their &!#%! little kernals and &!#%

Jingle Filler replaces
delay buffer contents

Disconnect Caller
and hit DELETE -
Host begins
speaking
immediately

even. Jingle! Jingle! Something Something Jingle! Jingle! Yappa Yappa Doopa Doopie

Something Something Jingle! Jingle! Yappa Yappa Doopa Doopie Oh boy, that was prett

ng Jingle! Jingle! Yappa Yappa Doopa Doopie Oh boy, that was pretty crazy! Harold got a

pa Yappa Doopa Doopie Oh boy, that was pretty crazy! Harold got a little emotional so I'll

opie Oh boy, that was pretty crazy! Harold got a little emotional so I'll summarize: he doesn

s pretty crazy! Harold got a little emotional so I'll summarize: he doesn't like grains! ... ...

Here's a quick overview of some important terminology:

The BD960 runs in two "modes." Use normal mode *(GREEN BUTTON solidly lit)* for day-to-day operation. Use command mode *(GREEN BUTTON blinking)* to record your jingle, set the delay time, and adjust input levels. It's also important to realize that when you hit DELETE, the BD960 can replace its buffer with silence *(silent filler)* or a prerecorded jingle *(jingle filler)*. The command mode is deliberately made hard to discover so that it will not be used by unauthorized persons.

	Normal Mode		**Command Mode**
To toggle between	Hold GREEN BUTTON and press LEVELS+		
Indicator	GREEN BUTTON lit solidly		GREEN BUTTON blinking
Use	Everyday operation and selecting filler mode		Recording jingle, setting delay time and adjusting input level
	Jingle filler	**Silent filler**	
To toggle between	Hold GREEN BUTTON and press RECORD		
Indicator	RECORD LED lit	RECORD LED dark	
Use	Plays jingle during DELETE operation	Plays silence during DELETE operation	

Quickstart Tutorial

What follows is a somewhat contrived story about Dan, the friendly station manager at WXYZ. Like you, Dan has just purchased an Eventide BD960. We're going to follow Dan through all the steps necessary to get it out of the box and up and running. Please join us.

In anticipation of their new BD960, WXYZ recorded a five-second jingle to replace offensive material: in true "radio station style," an *a cappella* group sings "Double-U ExWhyZee, we never swear at thee..." Dan connects a CD player to the BD960's XLR inputs, monitors the output, and cues the jingle CD. He puts the BD960 in command mode by holding down the GREEN BUTTON and pressing LEVELS+ *(he knows he's in command mode because the GREEN BUTTON blinks)*. He also makes sure the BYPASS LED is *not* illuminated. Then he holds down RECORD and plays the CD. At the end of the jingle, he releases RECORD. He auditions the recording by pressing DELETE. Satisfied with the recording, Dan puts the BD960 back into normal mode by holding down the GREEN BUTTON and pressing LEVELS+ *(he knows he's in normal mode because the GREEN BUTTON lights solidly)*. Returning to normal mode saves the recording in permanent memory.

After rackmounting his BD960 near the host's position, Dan connects the XLR audio outputs from the station's console to the BD960's XLR audio inputs. Then he connects the BD960's XLR audio outputs to the XLR audio inputs of the station's compressor/limiter (which in his installation is fed from the console). With loud program material feeding the signal chain, he adjusts the output gain on the compressor/limiter, so that the top yellow LED on the BD960's input monitor lights frequently and the red LED lights seldom (if at all). Dan knows that Good Gain Structure is next to Godliness.

He also connects the BD960's relay to the phone system, so that when DELETE is hit, the miscreant caller will be disconnected. He doesn't have to do this, but it is the policy of his station.

Dan also knows that when someone hits DELETE, the BD960 can play the recorded jingle or silence. According to the manual *(which he read cover to cover)*, it will play silent filler if the RECORD LED is dark or jingle filler if the RECORD LED is illuminated *(the BD960 must be in normal mode - GREEN BUTTON lit solidly)*. Dan observes that the RECORD LED is lit, so he knows the jingle filler will play when someone hits DELETE. *(If he wanted silent filler instead, he would hold down the GREEN BUTTON and press RECORD.)*

Dan hears the phone ring. He answers it. WXYZ's infamous talk show host/instigator Sherry Dixon is caught in traffic! Dan will have to fill in until Sherry arrives! Oh dear!

Because he has always wanted to be a talk show host, Dan bravely decides to hold an "open phone" session, letting listeners call in and discuss (rant) about anything they like. The second caller begins a jag that culminates with "...I just want to say that anyone who believes the &!#%! news is true is a &!#%!." Yikes! Ever cool-of-head, Dan hits DELETE on the BD960, disconnecting the caller and losing the bad words. He immediately says, "Wow, Edgar from Waterloo feels pretty strongly about that! Moving on... moving on..." He tentatively takes the next caller, finger already edging toward DELETE.

From the listeners' perspective here's what happened:

Edgar (head full of steam):	"...I just want to say that..."
Jingle (cutting in, whimsical):	"Double-U ExWhyZee, we never swear at thee..."
Dan (exasperated):	"Wow, Edgar from Waterloo feels pretty strongly about that! Moving on... moving on..."

And that ends the story of Dan and WXYZ's new Eventide BD960 *(the part that we care about, anyway)*. He lived happily ever after.
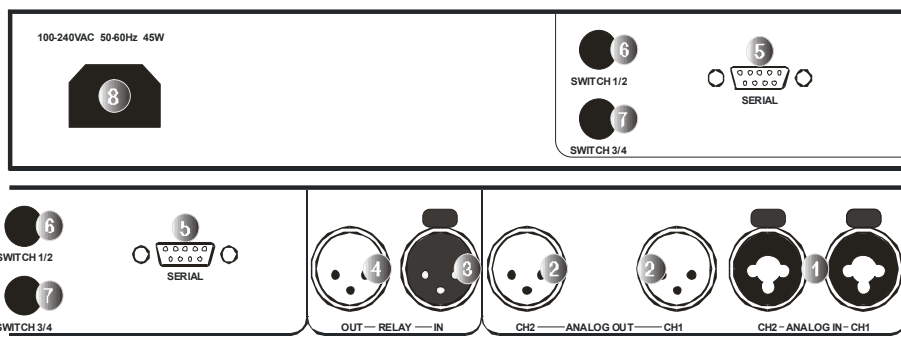
1) POWER   This switch turns the BD960 on and off. When off, internal relays hardwire each audio input to its corresponding output so audio flows through the BD960 as if it weren't there at all. The BD960 takes a few moments to power up, during which time BYPASS is active and the DELAY ACTIVE light flashes. After those few moments, the BD960 returns to whatever state it was in when it was shut down. Once DELAY ACTIVE lights steadily, the BD960 is ready for use.

2) GREEN BUTTON
     The GREEN BUTTON modifies the function of other buttons to perform "special functions." We deliberately made accessing these "special functions" somewhat cryptic to thwart would-be meddlers. Depressing the GREEN BUTTON and the LEVELS+ buttons toggles between normal mode and command mode *(you'll use command mode to record your jingle and to adjust input levels)*. In normal mode the GREEN BUTTON lights solidly. In command mode it blinks. More on these "special functions" later...

3) RECORD   In normal mode, pressing the GREEN BUTTON and RECORD toggles between jingle filler and silent filler. If you select jingle filler, the RECORD LED lights solidly. If you select silent filler, the RECORD LED does not light at all. In command mode, press and hold RECORD to record your jingle. Release it when you are finished recording.

4) DELETE   Press this key to delete offensive material! When you press DELETE, either jingle filler or silent filler replaces the offensive bit, DELAY ACTIVE darkens, and the DELETE LED lights. If you press DELETE before the jingle or silence ends, the jingle or silence starts anew (a good way to obliterate curse-laced tirades). In command mode, DELETE auditions the recording.

     This key can also be used to return the BD960 to factory defaults. To do this, power down the BD960, then power up. Once the DELAY ACTIVE light starts flashing, press the DELETE key and hold it until DELAY ACTIVE lights steadily. Then release the key. The BD960 will return to its normal start-up sequence.

5) BYPASS   With the BYPASS LED illuminated, the BD960 passes audio directly to the output with no delay or obscenity protection whatsoever. This is also the state when the BD960 is powered down, or has just been powered up.

6) DELAY ACTIVE
     DELAY ACTIVE lights when the delay is full, meaning that it is safe to take another call. It darkens while DELETE is active or if you are in "command mode."

7) INPUT LEVEL
     In normal mode, the input level LEDs indicate the input level *after* the input gain stage *(see Adjusting Input Levels on page 12)*. In command mode, the input level LEDs will briefly indicate the amount of input gain (+/-10dB) after any change. They will then return to monitoring the input level.
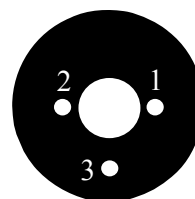
8) LEVELS   Hold down the GREEN BUTTON and press LEVELS+ to toggle between normal mode and command mode. On their own, the LEVELS buttons have no effect in normal mode. In command mode, they adjust the input gain in 1dB steps *(see [Adjusting Input Levels](#))*.
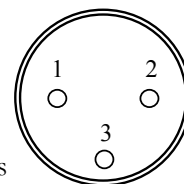
1) ANALOG IN

Connect the analog outputs of a mixer, a compressor, or some other such device to these XLR inputs. Pin 1 is ground, pin 2 is positive phase (hot), and pin 3 is negative phase (cold). To "unbalance" the XLR jack, use both pins 1 and 3 as ground and use pin 2 as "hot." *If either pins 1 or 3 are unconnected, you will get more noise and hum than signal!* The holes in the middle look like 1/4-inch inputs, but they are not, so don't attempt to use them. Professionals prefer XLRs.

2) ANALOG OUT

These analog outputs accept balanced XLR connectors. The same pin layout and "ungrounding" procedure described above apply here as well.

3) RELAY IN

A two-pole relay is activated while the DELETE LED is illuminated. Use this function to control other devices. During DELETE, it connects pin 2 of this connector to pin 2 of "Relay Out." At the same time, it separately connects pin 3 of this connector to pin 3 of "Relay Out."

4) RELAY OUT

As described under "Relay In" above.

5) RS232 SERIAL PORT

Use this port for software updates or for simple remote control. See Remote Control Options on page 13 for more information. In the event of software updates being made available, they will be supplied with instructions for their use.

6) SWITCH 1/2

Use this 1/4-inch tip-ring-sleeve connector for remote control. Contact closure between the tip and sleeve puts the BD960 in BYPASS. Contact closure between the ring and sleeve *triggers* DELETE (use a remote controller that will only close the tip-sleeve circuit *momentarily,* so that the circuit will be "ready" to be triggered every time – typically this is a simple push-button).

7) SWITCH 3/4

This input is reserved for future use.

8) AC PORT

Connect an IEC standard 3-prong AC power cord here. The center post is chassis ground.

Putting the BD960 in Your Facility

Normally, you should rack-mount the BD960 in a standard 19-inch rack. Keep it well ventilated, dust-free, dry and, like Little Bear's porridge, neither too hot nor too cold.

When connecting the BD960, balanced XLR connectors are preferred to improve signal strength and to reduce hum and noise, but unbalanced XLR connectors can be used if you follow the guidelines described under "The Back Panel."

Of course, you'll need to locate the BD960 within easy reach of your "obscenity police officer" or run out a remote control to said individual.

Initial Setup - Command Mode

For day-to-day use, you'll use the BD960 in normal mode. You know it's in normal mode if the GREEN BUTTON is lit solidly. You know it's in command mode if the GREEN BUTTON blinks. To toggle between normal mode and command mode, hold the GREEN BUTTON in and press LEVELS+.

Command mode is used for three things:

- Recording a jingle
- Setting the delay time if you opt to use silent filler
- Optimizing the input level

Recording A Jingle/ Setting the Delay Time

To put things in perspective, recall that you can replace offensive material with a jingle of your choosing or silence *(jingle filler or silent filler)*. This section describes how you record that jingle. The length of the silence (the delay time) is the length of the jingle. For example, if you record six seconds of chicken clucking, you will be able to replace offensive material with six seconds of chicken clucking or six seconds of silence. If you record two seconds of inarticulate stammering, you will be able to replace offensive material with two seconds of inarticulate stammering or two seconds of silence. Shorter jingles or delay times decrease your margin of safety.

To record a jingle or set the delay time, make sure that the BD960 is in command mode *(the GREEN BUTTON should be blinking)* and that the unit is *not* BYPASSed *(the BYPASS LED should be dark)*. Connect the stereo audio outputs of your jingle source to the BD960's inputs. Depress RECORD to begin recording (it will start flashing) and release to stop (it will light steadily to show that you are now in *jingle* mode). Press DELETE to audition the jingle. If you don't like the result, record another one.

If you're happy with the jingle, be sure to return to normal mode before powering down to save it in nonvolatile memory. The DELAY ACTIVE LED will blink during the save operation.

The maximum length of a recorded jingle is, not surprisingly, the same as that of the maximum delay, eight seconds. If you try to record a jingle longer than this, the recording will stop automatically at eight seconds.

If you do not want to use the *jingle filler*, you can control the length of the delay by doing a dummy recording of the desired length, and then switching to *silent filler* mode. The length of the delay is that of the recording, whether or not the recording is used. When the BD960 is shipped from the factory or returned to factory defaults, it is set to an eight-second delay and is in *silent filler* mode.

Adjusting Input Levels

Usually, you adjust the input gain of a piece of equipment to give it a "hot" enough signal level that you get enough headroom without hearing any "noise." Because the BD960 has a large dynamic range, this is not usually necessary. The second reason to adjust input levels is to make sure the unit has the same levels when BYPASSed as it does during normal operation. These levels can be different because the BYPASS relay passes the signal at the BD960's input directly to the equipment connected to its output. This may cause a change in electrical loading on the system at the BD960's input, which in turn may cause a change in signal level. This is true of all equipment with relay bypass, not just the BD960.

To adjust the input gain, make sure the BD960 is in command mode *(the GREEN BUTTON should be blinking)*. Use LEVELS+ to increase the input gain by 1dB; use LEVELS– to decrease the input gain by 1dB. The current levels setting will be briefly displayed on the level meters after hitting one of these buttons.

You may also want to adjust the input levels to change the source level when recording a jingle – remember to restore them afterwards !

Everyday Use - Normal Mode

For day-to-day use, you'll operate the BD960 in normal mode. You know it's in normal mode if the GREEN BUTTON is lit solidly. You know it's in command mode if the GREEN BUTTON blinks. To toggle between normal mode and command mode, hold the GREEN BUTTON in and press LEVELS+.

Bypass

You can use BYPASS to... well, bypass the BD960's delay. In BYPASS you have no obscenity protection – the BD960 is essentially out of the system. This is also the power off state.

Deleting Offensive Utterances

OK, someone says something that shouldn't reach the air. Just hit DELETE some time within the BD960's delay time. Recall that the length of the jingle determines the delay time.

If you press DELETE while its LED is still lit, the jingle (or silence) will start anew.

Whatever is said in realtime immediately after pressing DELETE will be the first audio to hit the airwaves after the jingle or silence. (Refer to the diagram under Introduction and Overview on page 4).

Toggling Between Jingle Filler and Silent Filler

When you press DELETE, do you want your listeners to hear your recorded jingle or silence? If the RECORD LED is lit, they will hear the jingle. If it isn't lit, they will hear silence. Toggle between the two in normal mode (GREEN BUTTON solidly lit) by depressing the GREEN BUTTON and pressing RECORD.

Remote Control Options

There are two ways that you can control the BD960 remotely.

- The 1/4-inch tip-ring-sleeve Switch 1/2 jack on the back allows for remote control of BYPASS or DELETE using suitable *momentary* switches. A brief closure between the tip and sleeve will alternatively enter and leave BYPASS while a similar closure between the ring and sleeve triggers DELETE.

- The RS232 port also allows for remote BYPASSing or DELETing. Transmission is fixed at 9600 baud, 8 data bits, 1 stop bit, and no parity; you must configure any connected device to match these specifications for things to work properly.

   The connector is designed to connect directly to a PC COM port using a regular (i.e., pin 1 to pin 1 etc.) serial cable. For those who wish to make their own connections, the RS232 signals are connected as follows:

1 DCD	
2 RXD	6 DSR
3 TXD	7 RTS
4 DTR	8 CTS
5 gnd	9 nc

   Note that these names are from the viewpoint of the PC or other terminal like device. This means that you send data to the BD960 via pin 3, with pin 5 grounded. For most applications, only pins 2,3, and 5 need to be connected.

The single character remote control codes are:
B - enter BYPASS
C - leave BYPASS
A - toggle BYPASS
D - DELETE

- The BD960 can also control other devices when DELETE is triggered. By integrating the XLR Relay jacks into a suitable circuit, the BD960 acts as a switch that closes while the DELETE LED is illuminated. The relay connects pin 2 of the first jack to pin 2 of the second jack. It also connects pin 3 of the first jack to pin 3 of the second jack. This relay may be used to enable an external cart machine, or connected to your telephone system so as to disconnect the offending caller. Pins 2 and 3 are electrically isolated from the unit and each other are rated for 1A at 30V AC or DC.

ELECTRICAL SPECIFICATIONS

INPUT CHARACTERISTICS

Audio Input Connectors	2 XLR female balanced line
Input Impedance	10K ohms bridging.
Input Level	-6 dBm to +20 dBm, adjustable +/- 10dB

OUTPUT CHARACTERISTICS

Audio Output Connectors	2 XLR male balanced line
Output Impedance	Less than 50 ohms, balanced, for driving 600 ohm load
Output Drive	Output amplifier clipping level > +20 dBm

A/D & DIGITAL SIGNAL PATH CHARACTERISTICS

A/D/A Conversion	24-Bit
Dynamic Range	>100dB
Sampling Rate	48KHz
Frequency Response	10Hz – 22KHz +/- 1dB
Crosstalk	< -95dB
THD/N	< 0.008%

RECORDED SIGNAL ("filler cart") SPECIFICATIONS

Length	Up to 8 seconds stereo
Dynamic Range	>100dB
Sampling Rate	24KHz
Frequency Response	10Hz–11KHz +/- 1dB
THD/N	< 0.005%

OPERATING CONTROLS & INDICATORS

Controls	POWER, LEVEL up/down, BYPASS, DELETE, RECORD,
Indicators	POWER, Dual 8-LED LEVEL bargraphs, BYPASSED, DELETE, RECORD, DELAY

REMOTE CONTROL CONNECTORS & SIGNALS

Delete Relay	2 isolated N/O relay contacts that close during DELETE, rated at 1A 30V AC/DC
Remote Jack	Allows external contact closure to ground to cause DELETE and BYPASS
RS232	Allows simple remote control from a PC or other computer

MECHANICAL & ELECTRICAL CHARACTERISTICS

Width	Standard 19" (48.26cm) rack
Height	Standard 1 u (1-3/4"/ 4.44cm) rack mount
Depth Behind Panel	10.5"/26.67cm excluding connectors
Temperature Range	40 – 120 deg F (5 – 49 C)
Power Requirement	Less than 25 watts, 100 – 240 volts universal power supply

WARRANTY INFORMATION

BD960

<u>LIMITED WARRANTY</u>

The above-identified Eventide unit covered by this warranty is built to exacting quality standards and should give years of trouble-free service. If you are experiencing problems which are not cleared up or explained as normal in the manual, your recourse is this warranty.

<u>What the warranty does and does not cover</u>

Eventide Inc. warrants the above-identified unit to be free from defects in workmanship and material under normal operation and service for a period of one year from the date of purchase, as detailed below. At our discretion within the warranty period, we may elect to repair or replace the defective unit. This means that if the unit fails under normal operation because of such defect, we will repair the defective unit at no charge for parts or labor. We also assume a limited responsibility for shipping charges, as detailed below.

The warranty does not extend beyond repair or replacement as stated herein and in no event will we be responsible for consequential or incidental damages caused by any defect, and such damages are specifically excluded from this warranty. Our sole obligation is to repair or replace the defective unit as described herein.

The warranty DOES NOT COVER any damage to the unit regardless of the cause of that damage. The unit is a complex piece of equipment that does not react well to being dropped, bounced, crushed, soaked or exposed to excessively high temperatures, voltages, electrostatic or electromagnetic fields. If the unit is damaged for these or similar causes, and the unit is deemed to be economically repairable, we will repair it and charge our normal rates.

The warranty DOES NOT COVER shipping damage, either to or from Eventide. If you receive a new unit from us in damaged condition, notify us and the carrier; we will arrange to file an insurance claim and either repair or exchange the unit.

If you receive a new unit from a dealer in damaged condition, notify the dealer and the carrier.

If we receive the unit from you with apparent shipping damage, we will notify you and the carrier. In this case, you must arrange to collect on any insurance held by you or your carrier. We will await your instructions as to how to proceed with the unit, but we will charge you for all repairs on damaged units.

<u>Who is covered under the warranty</u>

The warranty applies to the original purchaser of a new unit from Eventide or an Authorized Eventide Dealer. Demo units are also covered by this warranty under slightly different circumstances (see below). Units that are used, or have been used as part of a rental program, are not covered under any circumstances.

It is your responsibility to prove or to be able to prove that you have purchased the unit under circumstances which effect the warranty. A copy of your purchase invoice is normally necessary and sufficient for this.

If you have any questions about who is an Authorized Eventide Dealer, call us.

Units with the serial number plate defaced or removed will not be serviced or covered by this warranty.

<u>When the warranty becomes effective</u>

The one-year warranty period begins on the day the unit is purchased from an Authorized Eventide Dealer or, if the unit is drop-shipped from Eventide, on the day shipped, plus a reasonable allowance for shipping delays. This applies whether or not you return your warranty registration form.

When we receive a unit, this is how we determine whether it is under warranty:
1. If the unit was shipped from our factory within the past calendar year, we assume that it is under warranty unless there is evidence to the contrary, such as its having been sold as used or rented, etc..
2. If the unit was shipped from our factory more than a calendar year ago, we assume it is not under warranty unless:
   a) There is a warranty registration form on file showing that it has been purchased within the past year under appropriate conditions.
   b) You send a copy of your purchase invoice indicating warranty status along with the unit.
3. If the unit was used as a demo, the warranty runs from the date that it was received by the dealer. The original purchaser gets the unexpired portion of that warranty.

When you send a unit for repair, you should indicate whether or not you believe it to be under warranty. If you do not say the unit is under warranty, we will charge you for the repair and we will not refund unless the charge was caused by an error on our part. If you believe the unit to be under warranty and you do say it is but we disagree, you will not incur any charges until the dispute is resolved.

Reading the above, you can see that it is to your advantage to send in the warranty registration form when you purchase the unit. If we know who you are, we can send you updates and notifications, and advise you of our new products. It will also enable you to receive pre-shipment of certain parts.

(c) 1999, 2000 Eventide Inc.

Who performs warranty work

The only company authorized to perform work under this warranty is Eventide Inc., Little Ferry, New Jersey. While you are free to give personal authorization to anyone else (or to work on it yourself), we will not honor claims for payment for parts or labor from you or from third parties.

However, we and our dealers do try to be helpful in various ways:
1. Our dealers will assist, usually without charge during the warranty period, in:
    a) determining whether there is a problem requiring return to the factory, and
    b) alleviating user error or interconnection problems that may be preventing the unit from operating to its full capability.
2. We are available for telephone consultation if the dealer is unable to assist.
3. If a part is found to be defective during the warranty period and you wish to replace it yourself, we will normally ship the part immediately at no charge, provided your warranty registration form is on file. We reserve the right to request that the defective part be returned to us.

Shipping within the 50 United States

You are responsible for getting the unit to our door at no cost to us. We cannot accept collect or COD shipments.

We will return the unit to you prepaid, at our expense, using an expeditious shipping method, normally United Parcel Service. In areas not served by UPS we will ship by US Mail.

If you are in a hurry and want us to use a premium shipping method (such as air express, next day air, etc.), be sure you tell us and agree to pay shipping charges collect. If you specify a method that does not permit collect or COD charges, remit sufficient funds to prepay shipping.

Shipping outside the 50 United States

If you purchased the unit from a dealer in your country, consult with the dealer before returning the unit.

If you wish to return the unit to us, please note the following:
1. The unit must be prepaid to our door. This means that you are responsible for all shipping charges, including customs brokerage and duties. When a unit is shipped to us it must be cleared through United States Customs by an authorized broker. You must make arrangements for this to be done. Normally, your freight forwarder has a branch in the United States which can handle this transaction. We can arrange to clear incoming shipments for you. If you want our assistance, you must notify us before shipping the unit for repair, giving full details of the shipment, and including a minimum of $250.00 in US funds to cover the administrative and brokerage expenses. Any balance will be applied to the repair charges or refunded. If a balance is due to us, we will request a further prepayment.
2. All shipments will be returned to you collect. If this is impossible because of shipping regulations or money is due us, we will request prepayment from you for the appropriate amount.
3. All funds must be in $US. Payment may be made by check drawn on any bank in the US, or by telegraphic funds transfer to our bank. If you send US currency, be sure that it is sent by a method you can trace, such as registered mail. If you wish to pay by Letter of Credit, be sure that it affords sufficient time for work to be performed and the L/C negotiated, and that it is free from restrictive conditions and documentation requirements.
4. We reserve the right to substitute freight carriers. Although we will attempt to honor your request for a specific carrier, it is frequently necessary to select a substitute because of difficulties in communication or scheduling.

This warranty gives you specific legal rights and you may also have other rights which vary from location to location.

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