



FaitalPRO Product Warranty

Terms and Conditions

All FaitalPRO products are covered by a three (3) years manufacturer's defect warranty from the date indicated by the production tracking code present on the product label.

All FaitalPRO products are also covered by a two (2) years manufacturer's defect warranty from the date of purchase if purchased directly from Faital S.p.A. - Italy, Faital USA Inc. - USA, Faital ASIA Ltd. - Hong Kong and if the original invoice of purchase is presented at the time of claim.

Whichever expires last applies.

In order to simplify the warranty process, a specific reference guide has been developed to specify what is or is not covered by the FaitalPRO Product Warranty (Attachment 1). Based on our experience, we have tried to address a wide variety of potential failure modes and determine where the responsibilities lie.

For any product warranty inquiries please write or call us at:

Faital S.p.A.

Attn : Pro-Audio Division (FaitalPRO)

Via Bruno Buozzi, 12

San Donato Milanese, 20097

ITALY

Tel. : +39.025277031

Fax: +39.025231130

You can also fill out our contact form on www.faitalpro.com

A warranty claim form will be made available to any claimant along with a list of the required documents and other materials. The claim form will have to be returned as soon as possible with all proper documentation and materials to be evaluated. The quality assurance process may start until a claim form is completed and sent to our attention.

The FaitalPRO Product warranty covers all defects in material and workmanship except: damage caused by accident, misuse, abuse, product modification or neglect, or damage incurred during shipment better details may be found in the tables displayed below; damage resulting from the performance of repairs by unauthorized recone/repair centers; claims based upon any misrepresentation by the seller; any FaitalPRO product on which the date code/serial number has been defaced, modified or removed.

Faital will cover all labor and material expenses for all repairs carried out at any of the Faital facilities as covered by this warranty.

The product owner is responsible for transporting the product for repair or arranging for its transportation and for payment of any initial shipping charges. Faital will pay the return shipping charges if repairs are covered by the FaitalPRO Product Warranty.



Faital's liability is limited to the repair or replacement, at Faital's option, of any product judged defective after proper analysis by Faital R&D dept. and shall not include incidental or consequential damage of any kind.

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

OEM Products

The FaitalPro standard warranty does not apply to products manufactured by Faital for other Companies/brands. As part of the agreement with our OEM (Original Equipment Manufacturer) customers, we warranty the product to the OEM customer only and not to the end user or distributor of the product manufactured by said customer.

We are in no way bound or involved with any warranty offered by our customers to their end users or distributors.

Faital S.p.A. reserves the right to change the terms and conditions of the warranty applied to its products without notice.

Any changes will be promptly published on the FaitalPRO website: www.faitalpro.com

FaitalPRO Product Warranty

Coverage CHECK - LIST

Applicable to all FaitalPRO loudspeaker and compression driver types

Updated: 26, Septemeber, 2012

A: MECHANICAL

PROBLEM FOUND		Problem explanation	WARRANTY COVERAGE	NOTES
Code	Description			
1	Bad Assembly	Visibly defective product assembly.	YES	
2	Shifted	Front or rear plate shifted. The voice coil is jammed in the air- gap	YES	
3	Short lead wires	Too short lead wires, cut during operation (if not due to over excursion or asymmetric pressure in the enclosure)	YES	
4	Blistered Former	Blistering of the former facing the winding	YES	except if A2 occurs
5	Long lead wires	Too long lead wires hit the cone during operation	YES	
6	Detached Surround	Detachment or delamination of surround from the cone	YES	
7	Cut lead wires	Lead wires cut by mechanical fatigue under normal use conditions (if not due to over excursion or asymmetric pressure in the enclosure)	YES	except if A25 and/or A28 occurs
8	Loose phase plug	Compression driver's phase plug is loose	YES	
9	Loose dust-cap	Dust-cap loose from cone	YES	
10	Spider Adhesive	Breaking of the spider/voice coil or spider/frame adhesive joint	YES	
11	Voice coil Adhesive	Breaking of the voice coil to cone or diaphragm adhesive joint	YES	
12	Detached Gasket	Loudspeaker gasket detached (if not pulled or removed by user)	YES	
13	Ovalized voice-coil	Ovalized voice coil causing rub (if not due to "bottoming" caused by over excursion)	YES	except if A25 and/or A28 occurs
14	Torn Spider	Spider/s are torn (if not due to over excursion or asymmetric pressure in the enclosure)	YES	except if A25 and/or A28 occurs
15	Torn Surround	Cone surround is torn (if not due to over excursion or asymmetric pressure in the enclosure)	YES	except if A25 and/or A28 occurs
16	Broken terminals	Broken electrical terminals due to shock or improper handling	NO	
17	Missing Moving Parts	Missing Moving Parts on returned/claimed item	NO	
18	Broken Magnet	Split ring magnet. The voice coil is jammed in the air gap	NO	
19	Torn lead wires	Lead wire accidentally snapped	NO	
20	Cut lead wires	Lead wires cut due to improper operation	NO	see A25 and A28
21	Broken dust-cap	Sagging or perforated Dust-cap	NO	
22	Bad diaphragm	Bad or user-replaced diaphragm	NO	
23	Broken Basket	Broken or warped basket due to shock or drop	NO	
24	Broken Cone	Folded or torn cone due to wear and tear or improper handling/use	NO	see also A25 and A28
25	Over Driven	Exceeding of excursion limits: circularly folded cone and/or "bottomed" voice-coil. Damaged suspension and/or sign of phase plug on diaphragm in compression drivers	NO	
26	Broken or lost Screws	Loudspeaker or compression driver assembly screws completely or partially broken or missing	NO	
27	Broken diaphragm	Broken or warped diaphragm due to excessive power or improper handling	NO	
28	Buckling Former	Buckling of the voice coil former (voice coil driven out of the air-gap)	NO	
29	Reconed / Replaced Diaphragm	Reconed unit or replaced compression driver diaphragm	NO	

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B: ELECTRICAL

1	Short circuit	Winding in short circuit by melting with the return wire	YES	except if B8 and/or B9 occurs
2	Open circuit	Voice coil winding in open circuit by breaking of output wire at fatigue or melting of lead wire soldering	YES	except if B8 and/or B9 occurs
3	Shifted Winding	Partial or complete shifting or detachment of the coil winding (not due to "bottoming" caused by over excursion or asymmetric pressure in the enclosure)	YES	except if E9, E12, A25 and/or A28 occurs
4	Chips in gap	Chips or dirt in the air gap	YES	
6	Cold Solder	Cold Solder of the lead wires	YES	
7	Winding Insulation	Winding in open circuit due to insulation melting	YES	except if B8 and/or B9 occurs
8	Direct current	Carbonisation of one half of the coil	NO	see also B9
9	Overheated / Overpowered	Overheating or overpowering of the voice coil. The coil winding is blackened or carbonized	NO	

C: ACOUSTICAL

1	Bad Frequency Response	Frequency response curve goes outside the accepted QC limits	YES	
2	Bad Impedance response	Impedance response curve goes outside the accepted QC limits	YES	
3	Buzzing	Unusual noise in sinusoidal excitation (Buzz)	YES	
4	Softened Spider	Softened spider causes Rub or Buzz (not due to over excursion or asymmetric pressure in the enclosure)	YES	except if E9 and/or E12 occurs
5	Coil Rubbing	The voice coil rubs in the air gap's surface producing extraneous noise	YES	

D: GENERAL

PROBLEM FOUND		Problem explanation	WARRANTY COVERAGE	NOTES
Code	Description			
1	Expired warranty	FaitalPRO Product Warranty expired	NO	Production year, week and day are identifiable through the production code printed on the product label
2	O.K.	No defect found	NO	
3	Missing Article	Article listed in the delivery note not present in the shipped items	NO	
4	Broken Loudspeaker or compression driver	Complete destruction of the loudspeakers	no service	
5	Discontinued product	Discontinued Product is no longer on the official FaitalPRO catalog	NO	