

Limited Product Warranty

EDC ACOUSTICS LLC · EFFECTIVE SEPTEMBER 2026

EDC Acoustics warrants its products against defects in materials and workmanship subject to the terms, conditions, limitations, and exclusions set out below. This Limited Product Warranty applies to the original end user who purchases a new EDC Acoustics product from EDC Acoustics or an EDC Acoustics authorized dealer or distributor.

Summary — for convenience only; the terms below govern any claim.

Passive loudspeakers: five (5) years. Active/powered loudspeakers, non-electronic components: three (3) years. Electronic components, wherever fitted: one (1) year. All periods run from the original date of shipment. Every S-Series model is an active, powered loudspeaker. An RMA is required before any product is returned.

1. WARRANTY PERIOD

1.1 Passive Loudspeakers

Passive loudspeakers are warranted against defects in materials and workmanship for a period of five (5) years from the original date of shipment, subject to the one (1) year warranty applicable to any Electronic Component incorporated into the product.

1.2 Active/Powered Loudspeakers

The non-electronic components of active or powered loudspeakers are warranted against defects in materials and workmanship for a period of three (3) years from the original date of shipment. Electronic Components incorporated into an active or powered loudspeaker are warranted for one (1) year only as provided in Section 1.3.

1.3 Electronic Components

All Electronic Components, whether sold as a standalone product or incorporated into any EDC Acoustics product, are warranted for a period of one (1) year from the original date of shipment. For purposes of this warranty, Electronic Components include, without limitation, amplifiers, amplifier modules, power supplies, DSP assemblies, digital or analog processing and control circuitry, network interfaces, displays, input/output electronics, and other electronic circuitry.

For avoidance of doubt, all Electronic Components are warranted for one (1) year only, regardless of the longer warranty period that may apply to the product in which the Electronic Component is installed.

1.4 Warranty Expiration

The warranty period is not extended or restarted as a result of warranty service, repair, replacement of a component, or replacement of the product. A replacement product or component provided under warranty is covered only for the unexpired portion of the original warranty period, unless otherwise required by applicable law or expressly agreed to by EDC Acoustics in writing.

2. WHAT THIS WARRANTY COVERS

This warranty covers defects in materials and workmanship that occur during the applicable warranty period when the product has been:

- Purchased new from EDC Acoustics or an authorized EDC Acoustics dealer or distributor;
- Properly installed;
- Properly operated within EDC Acoustics' published specifications; and

Maintained and used in accordance with EDC Acoustics' instructions and published requirements.

EDC Acoustics' obligation under this warranty is limited to the remedies expressly described in Section 6.

Professional and commercial use, including touring, rental, live sound, entertainment venues, houses of worship, hospitality, installed sound, production, and similar intended professional applications, does not by itself constitute misuse or reduce warranty coverage. All such use remains subject to the product being installed, operated, transported, and maintained within EDC Acoustics' published specifications and intended applications.

3. WHO IS COVERED

This warranty applies only to the original end user and is not transferable to a subsequent owner or purchaser unless EDC Acoustics expressly agrees to such transfer in writing.

Proof of purchase may be required to establish warranty eligibility. The customer must be prepared to provide the original dated invoice, bill of sale, or other documentation establishing the date and source of purchase.

Products must have been purchased in new condition unless otherwise agreed to in writing by EDC Acoustics.

4. WARRANTY SERVICE

All warranty service must be performed by:

- EDC Acoustics at its facility; or

An EDC Acoustics-approved service agent specifically authorized to perform warranty repairs.

EDC Acoustics will determine whether a product or component is defective and whether the appropriate remedy is repair or replacement.

Customers must obtain an EDC Acoustics Return Material Authorization (RMA) before sending a product or component to EDC Acoustics or an approved service agent.

Products returned without prior authorization may be refused or returned to the customer at the customer's expense.

EDC Acoustics may require the customer to provide the product model, serial number, proof of purchase, description of the problem, installation information, photographs, test results, or other information reasonably necessary to evaluate the warranty claim.

If inspection or testing determines that no covered defect exists, or that the reported condition results from an excluded cause, the customer may be responsible, to the extent permitted by law, for reasonable inspection, diagnostic, handling, and return transportation charges.

5. SHIPPING, REMOVAL, AND INSTALLATION COSTS

Unless otherwise expressly agreed to in writing by EDC Acoustics, the customer is responsible for all freight, shipping, transportation, packaging, insurance, customs, duties, brokerage, and similar costs required to transport the product both to and from EDC Acoustics or an EDC Acoustics-approved service agent, to the extent permitted by applicable law.

This warranty does not cover:

- Removal of the product from its installed location;
- Disassembly of an installed system;
- Rigging or de-rigging;
- Lifts, cranes, scaffolding, or other access equipment;
- Transportation of installed equipment;
- Reinstallation;
- Reconnection or system commissioning;
- System testing or tuning performed at the installation site; or

Labor or expenses incurred by third-party installers, integrators, contractors, dealers, or other service providers unless expressly authorized in writing by EDC Acoustics.

Warranty service is intended to cover the repair or replacement of the defective EDC Acoustics product or component, not the costs associated with accessing, removing, transporting, reinstalling, or commissioning equipment in the field.

6. EDC ACOUSTICS' WARRANTY REMEDY

If EDC Acoustics determines that a product or covered component has a defect in materials or workmanship during the applicable warranty period, EDC Acoustics will, at its sole discretion:

- Repair the product or component; or

Replace the product or component with a new, refurbished, or functionally equivalent product or component.

Repair or replacement is the sole and exclusive remedy provided under this Limited Product Warranty, except where applicable law requires otherwise.

EDC Acoustics is not obligated to replace an entire product when the defect can reasonably be corrected by repairing or replacing a component.

EDC Acoustics reserves the right to determine whether a product will be repaired or replaced.

7. OUT-OF-BOX FAILURES

A product that fails due to a manufacturing defect shortly after delivery may qualify for expedited warranty handling at EDC Acoustics' discretion.

The customer must notify EDC Acoustics promptly after discovering the problem and provide any information reasonably requested by EDC Acoustics.

Damage that is visible upon delivery should be documented and reported to the carrier and EDC Acoustics promptly.

Shipping or transportation damage, whether apparent or concealed, is not covered by this Limited Product Warranty. A condition discovered after delivery is covered only if EDC Acoustics determines that it resulted from a defect in materials or workmanship independent of transportation or handling.

8. WEATHER-RESISTANT PRODUCTS

Products specifically designated by EDC Acoustics as weather-resistant must be installed, operated, and maintained in accordance with EDC Acoustics' published environmental specifications and installation requirements.

Products not specifically designated as weather-resistant are not warranted for outdoor or weather-exposed installation.

The warranty does not cover damage resulting from:

- Installation outside published environmental specifications;
- Excessive moisture or water exposure;
- Improper drainage or sealing;
- Improper installation;
- Pressure washing or high-pressure water cleaning;
- Failure to perform recommended maintenance;
- Corrosive or unusually harsh environmental conditions;
- Exposure to chemicals or contaminants; or

Any environmental condition exceeding the product's published specifications, including temperature, humidity, ventilation, or airflow requirements.

Normal cosmetic deterioration caused by environmental exposure that does not impair the product's functionality is not considered a defect in materials or workmanship.

9. ELECTRONIC, DSP, FIRMWARE, AND NETWORK PRODUCTS

Products incorporating electronic processing, DSP, firmware, network interfaces, or other programmable technology must be configured and operated in accordance with EDC Acoustics' published requirements.

To the maximum extent permitted by applicable law, warranty coverage is void where the product has been:

- Modified without authorization;

- Reprogrammed using unauthorized software or tools;
- Subjected to unauthorized firmware modification;
- Altered to circumvent factory settings, processing limits, protection systems, or security features;
- Repaired at the component level without EDC Acoustics' authorization; or

Otherwise modified in a manner not approved by EDC Acoustics.

Problems caused by external network infrastructure, switches, cabling, third-party equipment, software, power quality, network configuration, or other equipment outside the EDC Acoustics product are not covered by this warranty.

10. COMPONENT-LEVEL REPAIR AND TAMPERING

Customers and third parties must not attempt repairs below the field-serviceable component level unless specifically authorized by EDC Acoustics.

To the maximum extent permitted by applicable law, opening, disassembling, modifying, bypassing, altering, or repairing internal assemblies without EDC Acoustics' prior written authorization voids warranty coverage for the affected product, except for field-service actions expressly authorized by EDC Acoustics.

EDC Acoustics may provide written instructions permitting specific field repairs. Any such authorization applies only to the specific repair approved by EDC Acoustics.

11. WARRANTY EXCLUSIONS

This warranty does not cover damage, failure, or performance issues caused by or resulting from:

- a. Accident, misuse, abuse, neglect, improper handling, or use outside the product's intended purpose;
- b. Operation outside published electrical, mechanical, acoustic, thermal, environmental, or other specifications;
- c. Excessive power or signal level, amplifier clipping, thermal overload, excessive mechanical excursion, acoustic feedback, improper gain structure, crossover, DSP, limiter or protection settings, or bypassing protection systems;
- d. Burned or overheated voice coils, or ripped, torn, punctured, deformed, or otherwise damaged cones, diaphragms, surrounds, or other transducer components, where caused by misuse, overload, excessive signal, operation outside published specifications, or another excluded condition;
- e. Improper installation, mounting, rigging, wiring, grounding, ventilation, cooling, or system integration, including inadequate or obstructed airflow;
- f. Failure to follow EDC Acoustics' installation, operating, transport, or maintenance instructions;
- g. Unauthorized opening, disassembly, repair, modification, alteration, attempted repair, or unauthorized software, firmware, DSP, or configuration changes;
- h. Use of non-EDC Acoustics parts or accessories when such use causes or contributes to the failure;
- i. Incorrect or unstable power, incorrect voltage or frequency, power surges, electrical disturbances, lightning, or utility power events;

- j. Fire, flood, severe weather, natural disaster, acts of God, war, invasion, hostilities, terrorism, civil unrest, riot, insurrection, sabotage, governmental action, or other events or circumstances beyond the reasonable control of EDC Acoustics;
- k. Shipping, transportation, impact, or handling damage, including damage caused by inadequate packaging;
- l. Moisture, water, corrosion, chemicals, contaminants, or other environmental exposure beyond the product's published specifications;
- m. Normal wear and deterioration resulting from ordinary use, including normal cosmetic deterioration that does not affect operational performance;
- n. Grille cloth, batteries, and other consumable or wear components, except where a defect in materials or workmanship is established;
- o. Installation, removal, reinstallation, rigging, access, calibration, tuning, commissioning, or related third-party labor or expenses;
- p. Performance variations caused by program material, source equipment, AC power fluctuations, acoustical conditions, room characteristics, system configuration, or other circumstances external to the product; or
- q. Products with altered, removed, defaced, or illegible serial numbers or product identification markings.

No Double Recovery. To the maximum extent permitted by law, a customer is not entitled to duplicate recovery under this Limited Product Warranty and any insurance policy, third-party warranty, service contract, indemnity, or other source for the same loss or expense.

12. EXTENDED SERVICE COVERAGE

EDC Acoustics may offer customers the ability to purchase an EDC Extended Service Plan ("ESP") providing coverage beyond the standard warranty period.

Extended Service Plans are separate from and supplemental to this Limited Product Warranty.

An ESP is available only for eligible products and must be purchased and remain active in accordance with EDC Acoustics' applicable ESP terms and conditions.

The availability, duration, pricing, coverage, renewal requirements, and service benefits of an ESP are determined by EDC Acoustics and may vary by product.

An expired or inactive ESP does not extend the standard warranty.

Unless specifically stated in the applicable ESP terms, an ESP does not alter the exclusions in this warranty relating to improper installation, misuse, unauthorized modification, removal/reinstallation, rigging, access costs, or other excluded services.

13. PRODUCT CHANGES AND UPGRADES

EDC Acoustics reserves the right to modify or improve its products, including their design, materials, components, firmware, software, and specifications, without notice.

Such modifications do not create an obligation to retrofit, modify, or upgrade products previously sold or manufactured.

14. LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY LAW, EDC ACOUSTICS SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES ARISING FROM OR RELATED TO ANY PRODUCT, PRODUCT FAILURE, DEFECT, WARRANTY CLAIM, OR BREACH OF WARRANTY.

THIS INCLUDES, WITHOUT LIMITATION, LOST PROFITS, LOST REVENUE, LOSS OF USE, BUSINESS INTERRUPTION, VENUE DOWNTIME, LOSS OF GOODWILL, COST OF SUBSTITUTE EQUIPMENT, RENTAL EQUIPMENT, REMOVAL OR REINSTALLATION, RIGGING, ACCESS EQUIPMENT, THIRD-PARTY LABOR, OR DAMAGE TO OTHER EQUIPMENT OR PROPERTY.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, EDC ACOUSTICS' TOTAL LIABILITY ARISING FROM OR RELATING TO A PRODUCT OR WARRANTY CLAIM SHALL NOT EXCEED THE ORIGINAL PURCHASE PRICE PAID FOR THE PRODUCT GIVING RISE TO THE CLAIM.

15. DISCLAIMER OF OTHER WARRANTIES

EXCEPT AS EXPRESSLY PROVIDED IN THIS LIMITED PRODUCT WARRANTY, EDC ACOUSTICS MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO ITS PRODUCTS.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, EDC ACOUSTICS DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

WHERE APPLICABLE LAW DOES NOT PERMIT THE EXCLUSION OF AN IMPLIED WARRANTY, THAT WARRANTY SHALL BE LIMITED TO THE DURATION OF THE EXPRESS WARRANTY PERIOD TO THE MAXIMUM EXTENT PERMITTED BY LAW.

16. STATE AND JURISDICTIONAL RIGHTS

Some states and jurisdictions do not permit limitations on implied warranties or the exclusion or limitation of incidental or consequential damages. Therefore, some of the limitations or exclusions contained in this warranty may not apply to every customer.

This warranty gives the customer specific legal rights. The customer may have additional rights that vary by state, country, or other jurisdiction.

Nothing in this warranty is intended to limit any right or remedy that cannot legally be limited or excluded.

17. UNCLAIMED PRODUCTS

The customer is responsible for providing accurate contact and shipping information and for accepting or retrieving products following completion of warranty service.

If EDC Acoustics is unable to return a product because of inaccurate or incomplete information supplied by the customer, refusal of delivery, or failure to arrange retrieval when required, EDC Acoustics may assess reasonable storage and handling charges.

To the extent permitted by law, EDC Acoustics may dispose of an unclaimed product after providing any legally required notice.

18. WARRANTY CLAIM PROCEDURE

To request warranty service within the United States, contact EDC Acoustics using the contact information provided at:

www.edcacoustics.com

Customers outside the United States should contact their local EDC Acoustics authorized distributor.

Before requesting service, customers should be prepared to provide:

- Product model;
- Serial number;
- Date and place of purchase;
- Original invoice or bill of sale;
- Description of the problem;
- Installation and application information; and

Photographs, test results, or other information reasonably requested by EDC Acoustics.

DO NOT SHIP A PRODUCT TO EDC ACOUSTICS OR AN APPROVED SERVICE AGENT WITHOUT FIRST OBTAINING AN RMA OR OTHER RETURN AUTHORIZATION.

19. ENTIRE WARRANTY

This document constitutes the complete Limited Product Warranty provided by EDC Acoustics for the products covered by this warranty and supersedes conflicting warranty statements contained in product literature, packaging, owner's manuals, or other materials, except where EDC Acoustics has expressly agreed otherwise in a written agreement signed by an authorized EDC Acoustics representative. No dealer, distributor, installer, integrator, service agent, salesperson, or other third party is authorized to alter, extend, or create any warranty obligation on behalf of EDC Acoustics unless expressly authorized by EDC Acoustics in writing.

If any provision of this warranty is determined to be unenforceable, the remaining provisions shall remain in effect to the fullest extent permitted by law.

Warranty terms are subject to applicable law. EDC Acoustics may revise these terms from time to time; unless otherwise required or permitted by applicable law, revisions apply prospectively to products shipped on or after the effective date of the revised warranty.