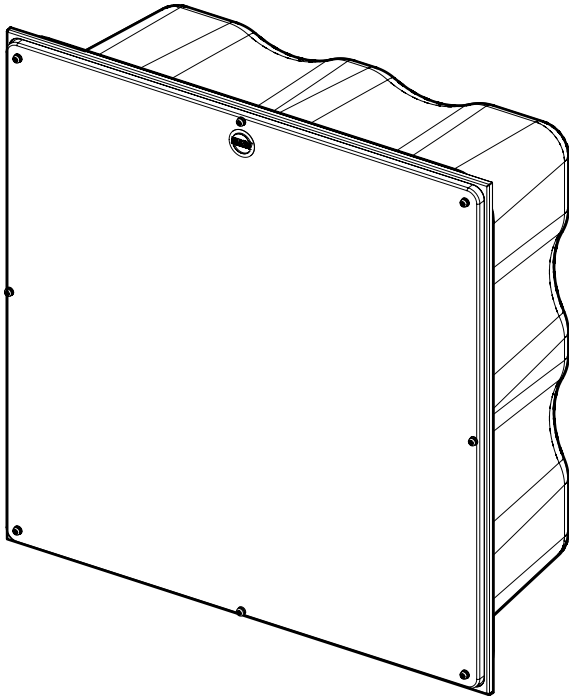# CIS961 and CIS991

High-Output Ceiling-Mounted Loudspeakers

1. SAFETY INSTRUCTIONS

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Only use attachments/accessories specified by the manufacturer.
10. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
11. The entire sound system must be designed in compliance with the current standards and laws regarding electrical systems.
12. When installing and using this apparatus, keep in mind the technical specifications indicated in the dedicated section of the manual.
13. Exposure to high sound levels can cause permanent hearing loss. The sound pressure level which leads to hearing loss varies considerably from one person to another, and depends on the duration of exposure. The U.S. Government's Occupational Safety and Health Administration (OSHA) has established the maximum sound pressure levels that can be with stood without causing damage, which are shown in the table below. According to the OSHA regulations, any exposure over the maximum limits indicated in the table can reduce the hearing capacity of a person. To prevent potentially dangerous exposure to high sound pressure levels, anyone subjected to such levels must use suitable protection. When a EAW Commercial product capable of producing high sound levels is being used, it is therefore necessary to wear ear plugs or protective earphones when the limits shown in the table are exceeded. Consult the specifications provided in the instruction manual to know the maximum sound pressure (SPL) the loudspeaker is capable of producing.

14. Rigging Precautions: When mounting or suspending EAW Commercial loudspeaker enclosures, it is essential that load ratings, rigging techniques, and special safety considerations be appropriate for the installation. Use only the mounting/rigging points on the loudspeaker enclosure intended for this purpose. The user must determine the load requirements, dynamic loading, and any other contributing factors affecting the loudspeaker installation. The user must determine the proper design factor for specific applications and the required load rating of the connection to structure. Comply with all applicable federal, state, and local regulations.

EAW Commercial strongly recommends the following rigging system practices:

• Documentation: Thoroughly document the mounting/rigging design with detailed drawings and parts lists.

• Analysis: Have a licensed structural engineer or other qualified professional review and approve the mounting/rigging design before its implementation.

• Installation: Use personnel experienced and qualified for mounting/rigging loudspeakers in accordance with and in compliance with all federal, state and local regulations.

⚠ DANGER: Loudspeakers should be mounted or suspended only by persons with knowledge of the proper hardware and rigging techniques. Failure to follow these precautions may result in damage to the equipment, personal injury, or death.

Duration per day (hours)	Sound level (dBA)	Typical example
8	90	Duo in a small club
6	92	
4	95	Subway train
3	97	
2	100	Very loud classical music
1.5	102	
1	105	Locomotive at 50 feet
0.5	110	
0.25 or less	115	Loudest parts at a rock concert

⚠ *The exclamation point within an equilateral triangle is intended to alert the user of the presence of important operating and maintenance (servicing) instructions in the literature accompanying the apparatus.*

⚠ **WARNING!** *This equipment has been designed to be installed by qualified professionals only! There are many factors to be considered when installing professional sound reinforcement systems, including mechanical and electrical considerations, as well as acoustic coverage and performance. EAW Commercial strongly recommends that this equipment be installed only by a professional sound installer or contractor.*

Contents

2. INTRODUCTION

The CIS961 and CIS991 are high-output ceiling-mounted loudspeakers, designed for fixed installation into high ceiling plenum spaces or open structures. Utilizing four 5.25" LF cone woofers, four 4" MF cone woofers, and a horn-mounted compression driver, these loudspeakers deliver coherent point-source reproduction, as well as superior low-frequency dispersion. The result is superior full-range performance in any distributed loudspeaker system.

The CIS991 offers a broader high-frequency coverage pattern than the CIS961. (Please refer to the polar diagrams on pages 12–15.) Apart from this difference the two loudspeakers are identical, and this instruction guide covers both models.

The loudspeakers are supplied with an integral 70V/100V line transformer, rated to a maximum of 128 watts. Tap settings are adjustable by means of a recessed rotary switch on the front bezel, and allows selection of 128, 64, 32, and 16 watt taps at 70 V, and 128, 64, and 32 watt taps at 100 V. In addition, the transformer can be bypassed, presenting an 8-ohm load to low-impedance systems.

The white powder-coated 18-gauge steel back can is square in shape, and is designed to mount in a 24-inch ceiling grid. The back can includes a recessed euroblock input connector, with detachable mating plug, concealed behind a hinged metal cover plate. A ceramic screw-terminal block is also present. Four eye-bolts are supplied, and these need to be screwed into the back can by the installer, prior to suspending the assembly.

The baffle/can assembly is shipped with the transducers installed. The powder-coated perforated steel grille is easily installed once the wattage tap has been selected.

Optional installation kits include a 4-piece cable kit (AC-CK) for suspension, and a 4-piece square trim ring kit (AC-TRK) that dresses the baffle into suspended ceiling tile surrounds. (See page 16 for more details of these kits.)

FEATURES

- High speech intelligibility at high power levels
- High output and smooth low-frequency dispersion
- Fast and easy installation
- Seamless, deep-drawn back can
- Integrated 4-point mounting system
- 4 x 5.25" LF cone woofers
- 4 x 4" MF cone woofers
- 1" HF horn-mounted compression driver
- 70V/100V transformer built-in
- 128, 64, 32, and 16 watt taps at 70 V
- 128, 64, and 32 watt taps at 100 V
- 8 ohm setting on selector switch (direct)
- Removable grille for access to transformer taps
- Euroblock Phoenix-type input connector
- "BS5839 Part 8" compliant screw terminal inputs
- Through-outputs for easy parallel connections to other loudspeakers
- Cable strain relief
- Input connection covers
- Optional 4-piece cable suspension kit (AC-CK)
- Optional 4-piece trim ring kit (AC-TRK) to dress the installation into 24" x 24" and 600 mm x 600 mm ceiling tile surrounds

APPLICATIONS

- Foreground/background music systems
- Paging systems
- Continuous-duty applications
- Sound reinforcement systems

3. FRONT PANEL FEATURES

1. MAIN ASSEMBLY

The loudspeaker is supplied with the drivers, crossovers, transformer, front baffle, and rear metal can, all assembled in one unit. Do not disassemble this unit.
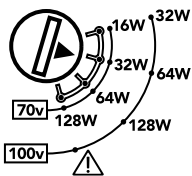
2. SELECTOR SWITCHES

Two rotary switches allow you to select the different transformer power taps, or to bypass the transformer. Use a flat-ended screwdriver to make adjustments.

⚠️ Turn off power to your amplifier before making any adjustments.

Power Tap Selector

The loudspeaker can be used in 70 V or 100 V constant-voltage distributed systems.

For 70 V systems, select power taps from 16 W, 32 W, 64 W, and 128 W.

For 100 V systems, select power taps from 32 W, 64 W and 128 W.

Transformer/Direct Selector

In the transformer position, the loudspeaker uses an internal transformer with a choice of power taps. Set this if you are using a constant voltage amplifier of 70 V or 100 V.

In the direct position, the transformer is bypassed, the power tap selector has no effect, and the loudspeaker presents an overall impedance of 8 ohm to a conventional power amplifier.

3. FRONT GRILLE

The loudspeaker is supplied with the front grille not attached to the front baffle. It comes with an insulating backing sheet already attached, to hide the baffle and driver assembly from view.

4. GRILLE ATTACHMENT FITTINGS

The grille is attached to the main assembly after the selector switches have been set to the desired positions.

washer
lock washer
screw
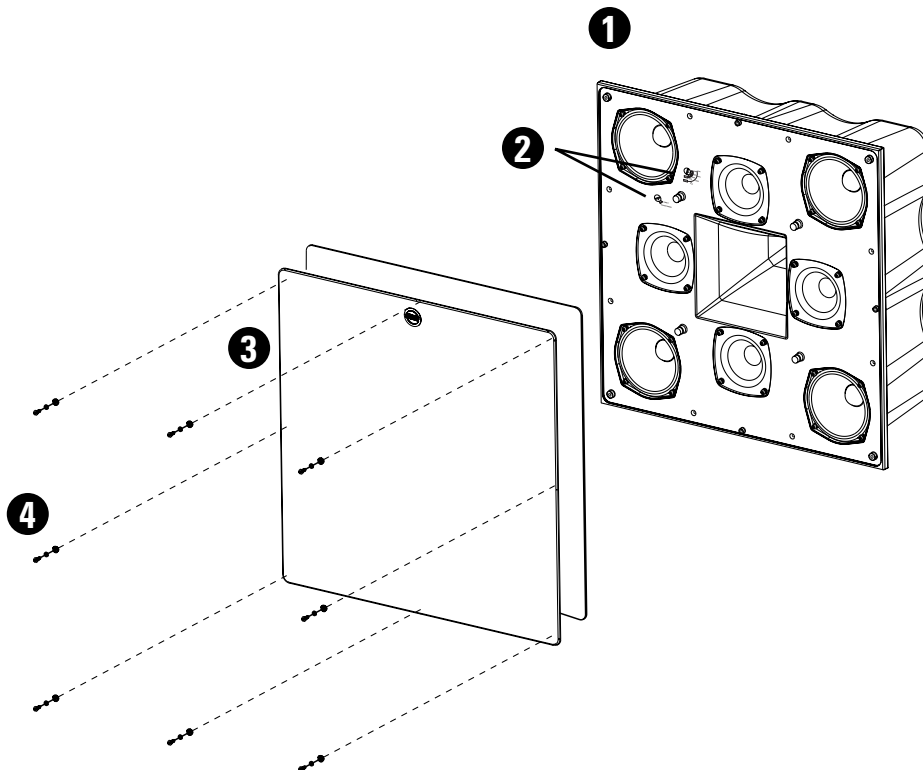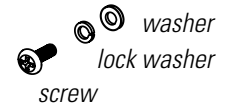
4. REAR PANEL FEATURES

5. EYEBOLTS

Four included eyebolts must be securely fitted to the metal back can for the purpose of suspending the loudspeaker. All four eyebolts must be used.

An optional mounting kit (AC-CK) is available that consists of four 10-meter lengths of cable and suitable connectors.

6. INPUT CONNECTORS

The input connections to the loudspeaker are accessed by moving two metal covers.

Phoenix (Euroblock) connector.

This four-pin input accepts a push-in connector for easy installation. Two terminals allow connection to the output of the power amplifier, and two through-terminals are supplied to allow passing the power output to other loudspeakers.
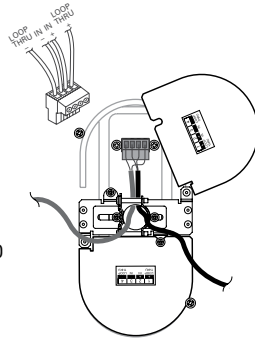
Terminal strip.

This four-terminal connector allows easy connection of the audio lines by screw terminals. (This is also suitable for those installations requiring compliance with BS5839, part 8.) Two terminals allow connection to the output of the power amplifier, and two through-terminals are supplied to allow passing the power output to other loudspeakers. Secure the connections with screws.
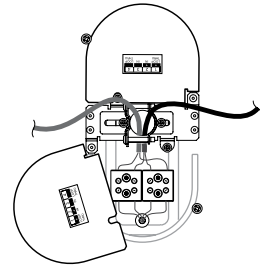
7. STRAIN RELIEF

This sliding screw clamp allows the wiring to and from the loudspeaker to be secured. The clamp can also be removed, and standard conduit fittings (not supplied) connected.
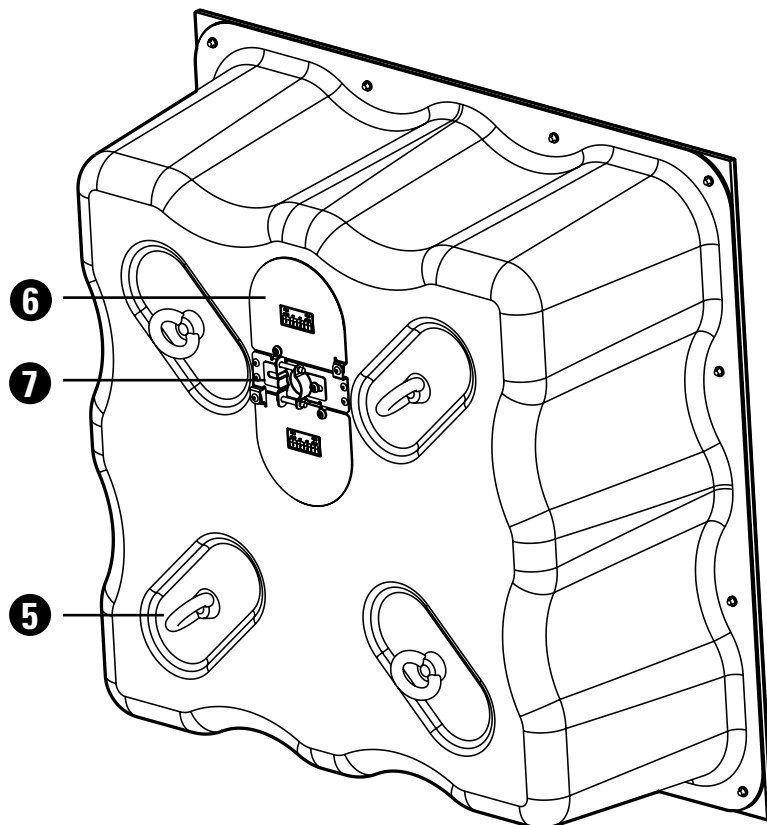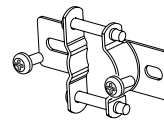
5. INSTALLATION

The loudspeaker is designed to be securely suspended from the four eyebolts fixed to the metal back can. It can be suspended into the aperture of a standard suspended ceiling, or suspended from open plenum spaces.

Placement

There are two considerations when deciding where to place the loudspeaker:

Location: When installing the loudspeaker in a suspended ceiling with conventional ceiling tiles, the location of the loudspeaker is determined in part by the support grid of the suspended ceiling system.

Coverage: It is important to locate the loudspeaker in such a way that the sound is evenly distributed over the entire area. Keep in mind that the sound has farther to travel on the outside edge of the coverage area for each individual loudspeaker than directly below the loudspeaker, resulting in a decrease in SPL at the outer edges of the listening plane.

The loudspeaker placement should be designed such that the edges of the coverage pattern for each loudspeaker are at least touching. The more overlap that is provided (higher density coverage), the more SPL the system is capable of providing and the less variation in level as you move around the area. The downside of higher density coverage, of course, is that more loudspeakers are required for a given area.

Note: The EAW website contains free PC software to help you calculate the coverage for various loudspeakers and room sizes. Please visit www.EAW.com/downloads and look under "software" for the "coverage calculator."

MECHANICAL INSTALLATION

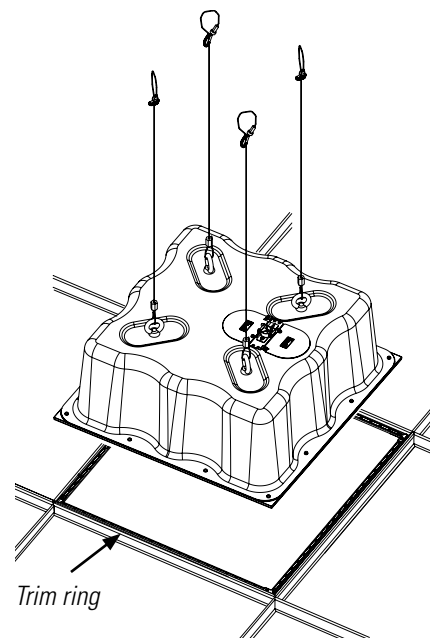⚠ **Note:** Observe all local and national codes when installing the loudspeaker.

Decide if you want to connect the loudspeaker to the amplifier wiring before it is mounted in place, or if there is enough access to the rear panel afterwards.

You can suspend the loudspeaker using your own safety-certified equipment, or purchase the optional cable mounting kit AC-CK (more details are shown on page 16).
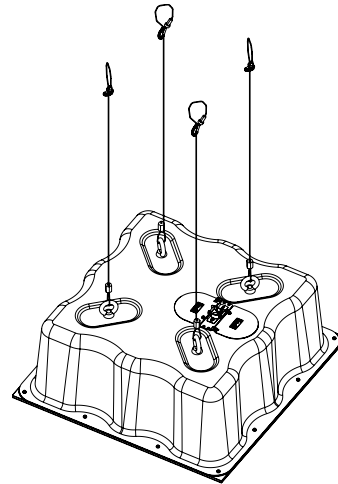
All four eyebolts must be used to suspend the loudspeaker, and the weight must be completely supported by the four suspension cables, and not by the ceiling frame.

If you are suspending the loudspeaker into a suspended ceiling, we recommend using the optional trim ring kit (AC-TRK) to dress the loudspeaker surrounds into a standard suspended ceiling aperture 24" x 24" or 600 mm x 600 mm. More details of the trim ring kit are shown on page 18.

Trim ring

ELECTRICAL INSTALLATION

**Note:** Observe all local and national codes when installing the loudspeaker.

The loudspeaker is supplied with a strain-relief sliding clamp for securing jacketed cable or flexible conduit.

If you are using 1/2 inch solid conduit or flexible armored conduit, then the strain-relief can be removed and fittings for securing solid conduit used instead (see page 9).

All connections to the loudspeaker must be made with the power amplifier turned off.

Amplifier connections

The following examples of 70 V and 100 V connections show an EAW Commercial CAM160, a typical mixer/amplifier. Its speaker-level output is a screw terminal strip, with outputs for 25 V, 70 V, 100 V, Ground, and 4 ohm.
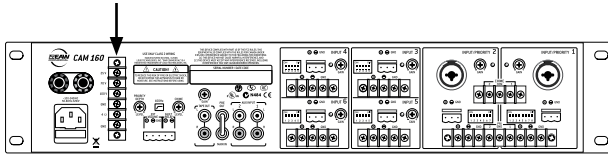
70 V connection example

1. Connect the 70 V terminal on the amplifier to the IN + input connection on the loudspeaker.

2. Connect the GND terminal on the amplifier to the IN – connection on the loudspeaker.

To Loudspeaker IN +
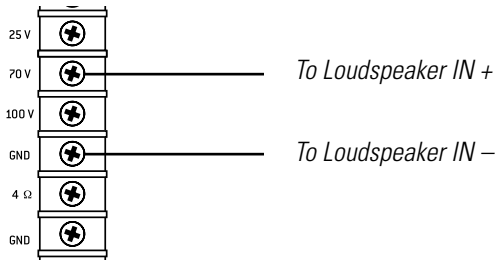
To Loudspeaker IN –

3. Select the appropriate power tap on the loudspeaker from the inner ring marked 70 V, and make sure the other switch is set to "transformer."

DIRECT

TRANSFORMER
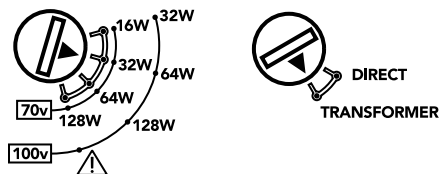
100 V connection example

1. Connect the 100 V terminal on the amplifier to the IN + input connection on the loudspeaker.

2. Connect the GND terminal on the amplifier to the IN – input connection on the loudspeaker.

To Loudspeaker IN +
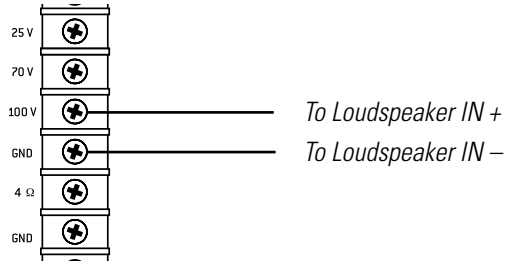
To Loudspeaker IN –

3. Select the appropriate power tap on the loudspeaker, from the outer ring marked 100V, and make sure the other switch is set to "transformer."

Low impedance connections

The following example of a low-impedance connection uses a EAW Commercial CAZ2500 amplifier to power the loudspeaker. This amplifier also uses a screw-terminal output.
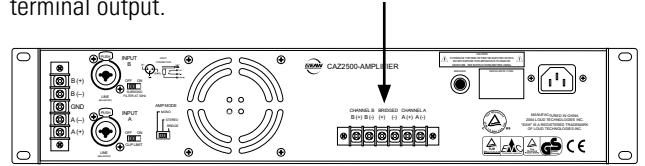
1. Connect the A + terminal on the amplifier to the IN + input connection on the loudspeaker.

2. Connect the A – terminal on the amplifier to the IN – connection on the loudspeaker.

CHANNEL B   BRIDGED   CHANNEL A
B (+) B (-)   (+)   (-)   A (+) A (-)
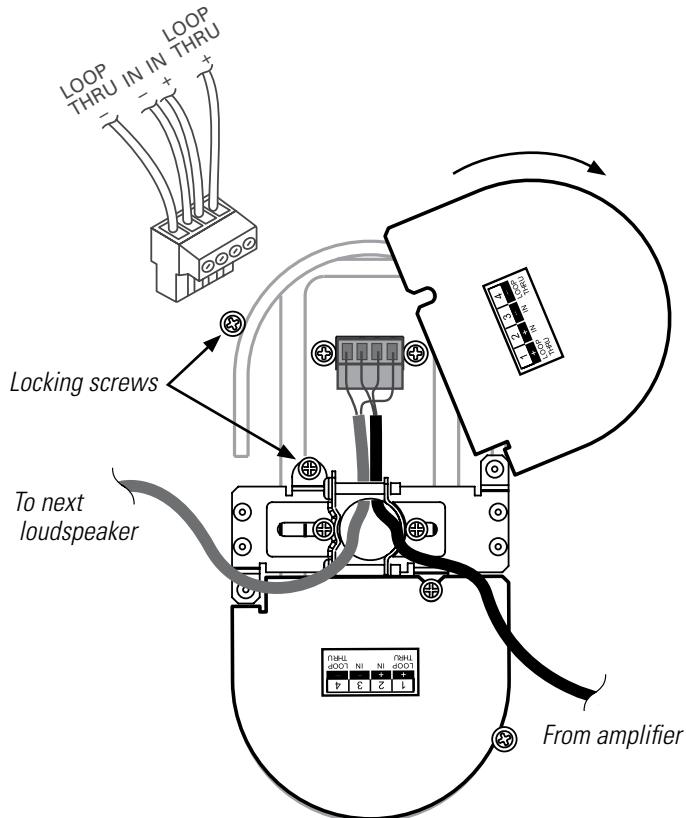
To Loudspeaker IN –
To Loudspeaker IN +
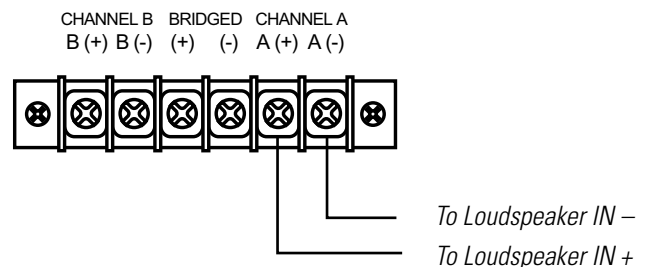
3. Select the "direct" position on the loudspeaker to bypass the power-tap transformer and run the loudspeaker as a constant impedance loudspeaker (8 ohm nominal).

DIRECT

TRANSFORMER

Phoenix-type connections

1. Loosen two locking screws (shown below) and rotate the cover plate to gain access to the input terminals. The loudspeaker is supplied with a Phoenix-type connector pressed in place.

2. Pass the cables through the strain-relief clamp.

3. Pull off the supplied Phoenix-type connector and attach the loudspeaker cables using a small screwdriver. The two inner connections are labeled IN + and IN −.

LOOP THRU − / IN − / IN + / LOOP THRU +

Locking screws

To next loudspeaker

LOOP THRU / IN / IN / LOOP THRU

From amplifier

4. If connecting another loudspeaker in a distributed system (in parallel), connect the speaker cable running to the next speaker to the outer "+" and "−" terminals labeled LOOP THRU.

5. Press the Phoenix-type connector in place.

6. Tighten the strain relief screws to secure the speaker cable or flexible conduit. Give the cables some slack before securing the strain-relief clamp. Close the terminal cover plate and tighten both locking screws firmly.

Screw terminal connections

1. Loosen two locking screws and rotate the cover plate to gain access to the screw terminals.

2. Pass the cables through the strain-relief clamp.

3. Secure the loudspeaker cables using a small screwdriver. The two inner connections are labeled IN + and IN −.

To next loudspeaker

From amplifier

Locking screws

Loop Thru −   *IN −*   *IN +*   *Loop Thru +*

Close-up view
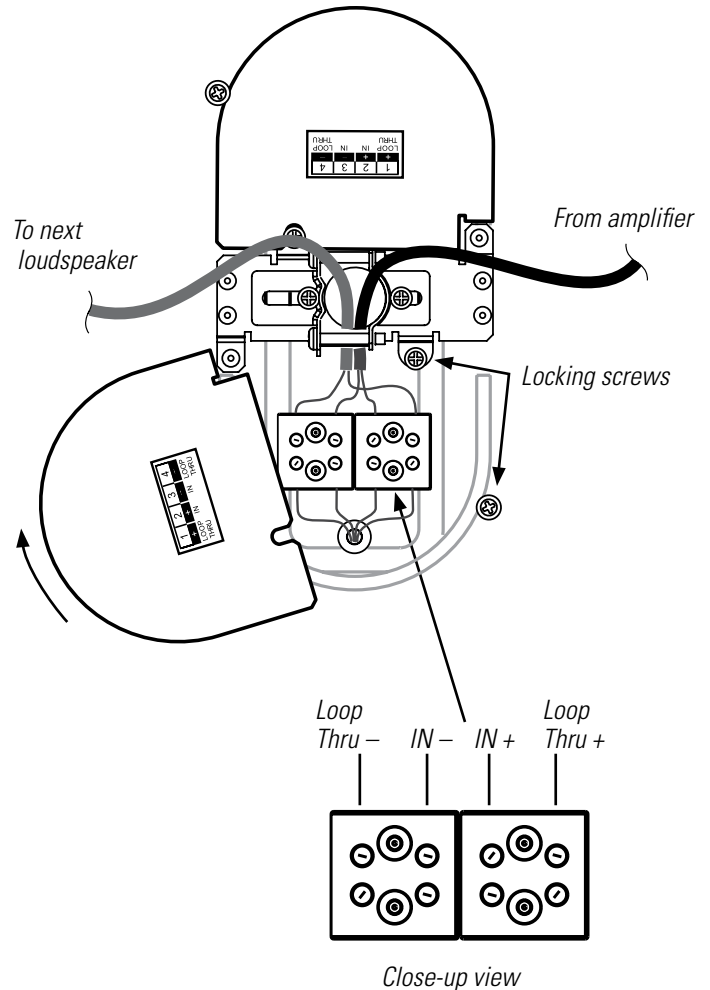
4. If connecting another loudspeaker in a distributed system (in parallel), connect the speaker cable running to the next speaker to the outer "+" and "−" terminals labeled LOOP THRU.

5. Tighten the strain relief screws to secure the speaker cable or flexible conduit. Give the cables some slack before securing the strain-relief clamp. Close the terminal cover plate and tighten both locking screws firmly.

Installation with conduit

1. Remove the two screws holding the strain relief onto the rear cover, and remove the strain relief assembly. Keep it safe, in case you need it again.
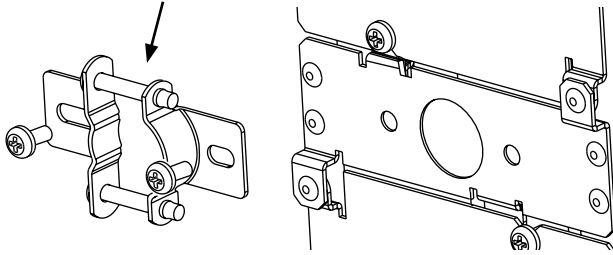

2. Use a threaded conduit set-screw coupler (not supplied): For 1/2" conduit, use Thomas&Betts Steel City model TC221-SC (or UL listed equivalent).
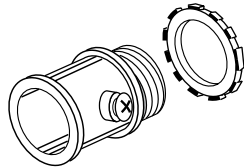
3. If you are using flexible conduit, then use Thomas&Betts Steel City model XC241 flexible conduit fitting (or UL listed equivalent).
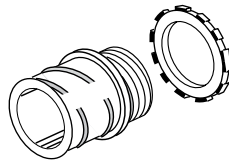
4. Insert the new coupler into the hole exposed by removing the strain relief assembly. Fasten the coupler using the nut supplied with the coupler. It will help to remove the four side screws holding the cover plate assembly to the loudspeaker metal back can, so you can tighten the coupler's nut.
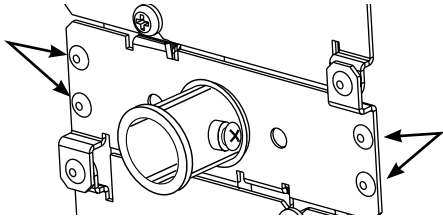
5. Push the speaker cable through the conduit coupler, and insert your conduit into the coupler. Tighten the locking screw firmly. (Or twist flexible cable onto the coupler shown in step 3.)
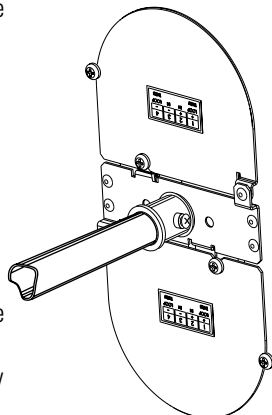
6. Attach the wires to the supplied Phoenix-type connector or the screw terminals as detailed on the previous page, and close and lock the input covers.

Setting the Taps

1. Set the tap selector switch, located on the front of the loudspeaker. In the example shown here, the tap is set to 32 W for a 70 Volt system, or 64 W for a 100 V system.
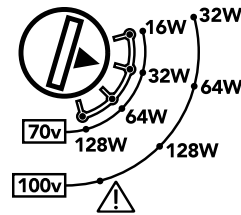
CAUTION: Make sure that you do not overload the amplifier. This may cause overheating to the amplifier, and possible damage to your loudspeakers. To avoid overloading, make sure that the selected taps on the loudspeakers add up to no more than 80% of the rated power of the amplifier being used.

2. If the speaker is being used in a low-impedance system, use the direct position. This bypasses the tapped transformer, and the amplifier load will be an average impedance of 8 ohms. If you are using the thru connections to power other loudspeakers, note that the connections are in parallel. Make sure that the total impedance is not lower than the minimum impedance that your amplifier can handle.


CAUTION: To prevent the risk of electric shock, never touch the bare wires coming from the output terminals of the amplifier when it is switched on. When the connections have been made, make sure the input cover plates are correctly in place.

6. SPECIFICATIONS

Model	CIS961	CIS991
Part Number	0026852	0026853
LF/MF	4 x 5.25" cone and 4 x 4.5" cone	4 x 5.25" cone and 4 x 4.5" cone
LF/MF Loading	Sealed	Sealed
HF	1" exit, 1.75" voice coil compression driver	1" exit, 1.75" voice coil compression driver
HF Loading	Horn	Horn
Operating Range (–10 dB)	82 Hz – 20 kHz	79 Hz – 20 kHz
Horizontal Beamwidth - Nominal	60 degrees	80 degrees
Vertical Beamwidth - Nominal	60 degrees	80 degrees
Axial Sensitivity (whole space SPL)	93 dB	92 dB
Input Impedance - Nominal	8 ohm	8 ohm
Input Impedance - Minimum	7.2 ohm @ 1000 Hz	6.4 ohm @ 1300 Hz
70 V wattage taps	**128, 64, 32, 16 watts**	**128, 64, 32, 16 watts**
100 V wattage taps	**128, 64, 32 watts**	**128, 64, 32 watts**
Recommended High-pass filter	**=> 60 Hz, 12 dB/octave Butterworth**	**=> 60 Hz, 12 dB/octave Butterworth**
Power Handling	200 W, 40 Vrms @ 8 ohms	200 W, 40 Vrms @ 8 ohms
Maximum SPL, Average (whole space SPL)	115 dB	114 dB
Maximum SPL, Peak (whole space SPL)	121 dB	120 dB
Height (front face)	22.60"/574.1 mm	22.60"/574.1 mm
Width (front face)	22.60"/574.1 mm	22.60"/574.1 mm
Depth (from face, backwards)	9.05"/230.0 mm	9.05"/230.0 mm
Weight	48 lb/22 kg	48 lb/22 kg

Optional Accessories	Part number
AC-TRK Trim Ring Kit	0025528
AC-CK Cable Kit	0025530
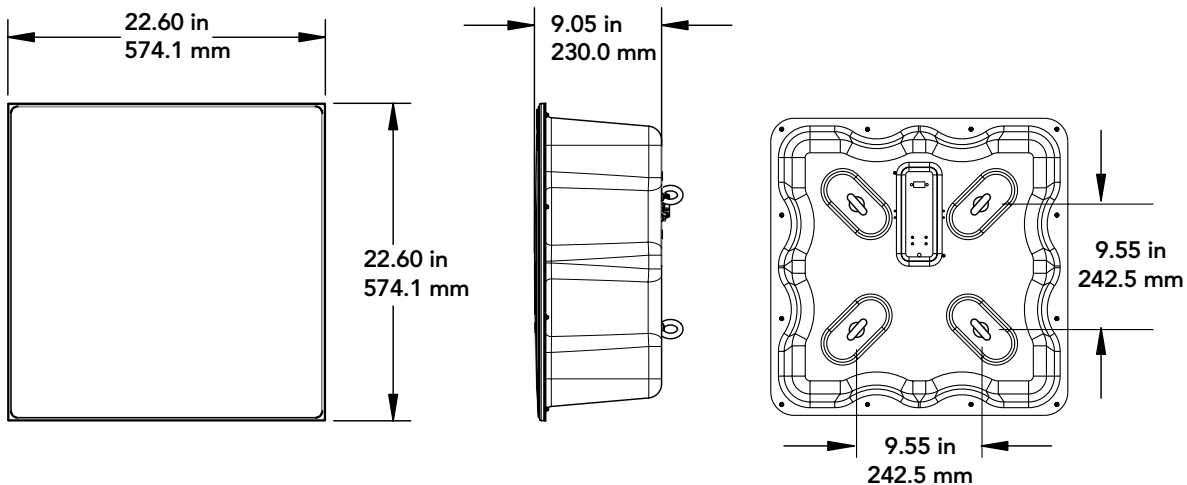
DISCLAIMER

EAW Commercial continually engages in research related to product improvement, new materials, and production methods. Design refinements are introduced into existing products without notice as a routine expression of that philosophy. For this reason, any current EAW Commercial product may differ in some respect from its published description, but will always equal or exceed the original design specifications unless otherwise stated.

"EAW Commercial" is a trademark of LOUD Technologies Inc. All other brand names mentioned are trademarks or registered trademarks of their respective holders, and are hereby acknowledged.

PERFORMANCE GRAPHS

CIS961

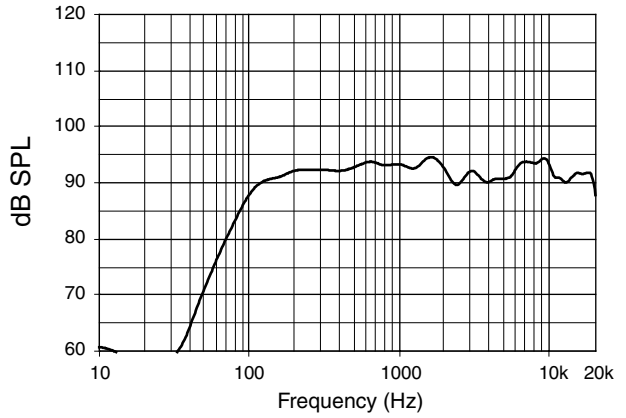**Axial Response vs Frequency**
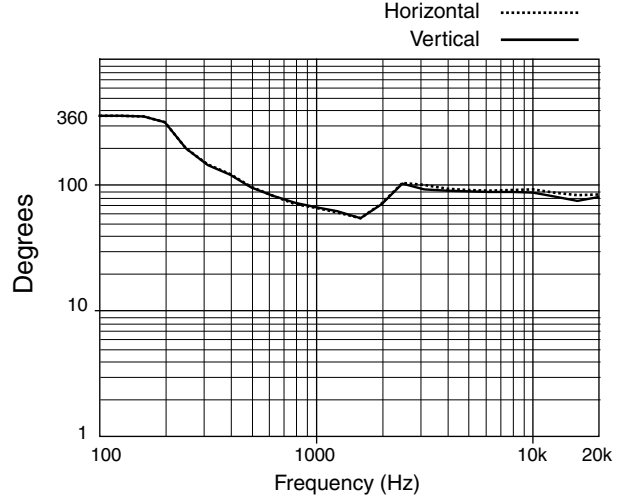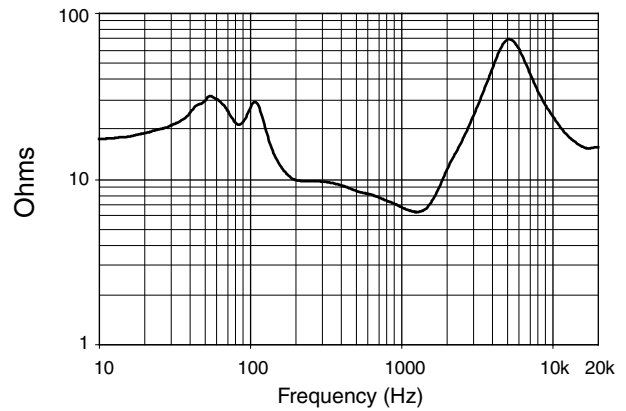
Beamwidth vs Frequency
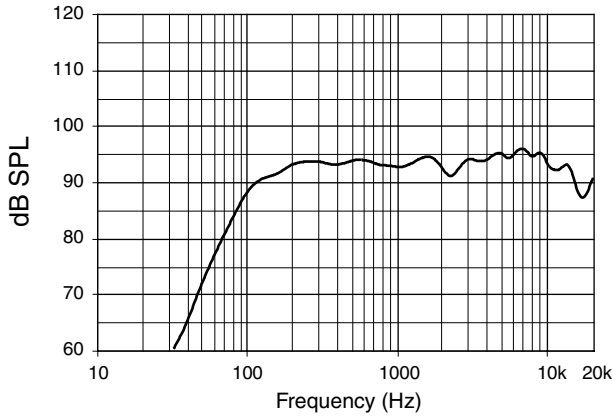
Horizontal ············
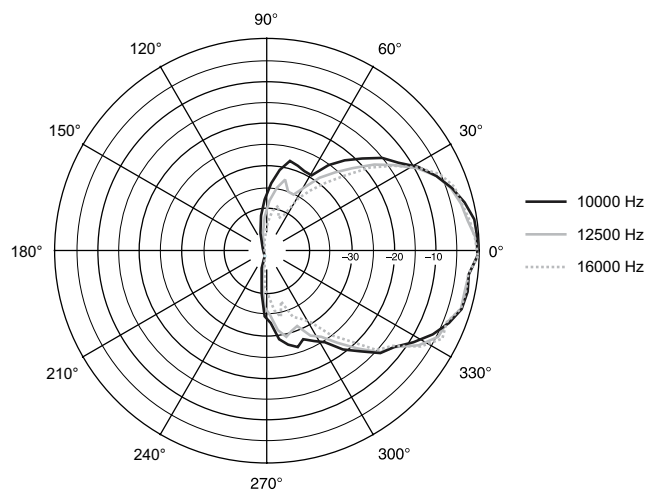Vertical ——————
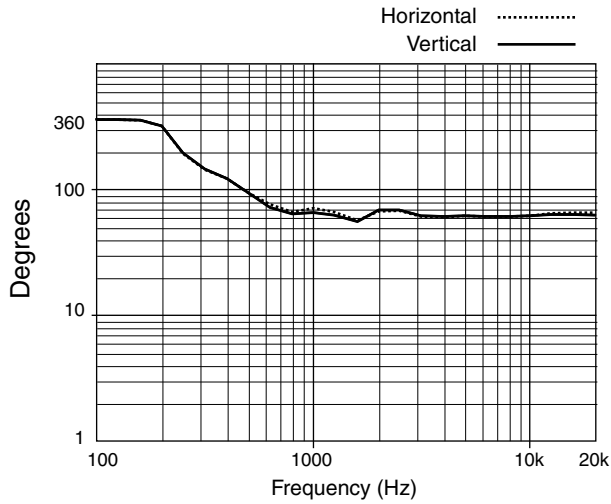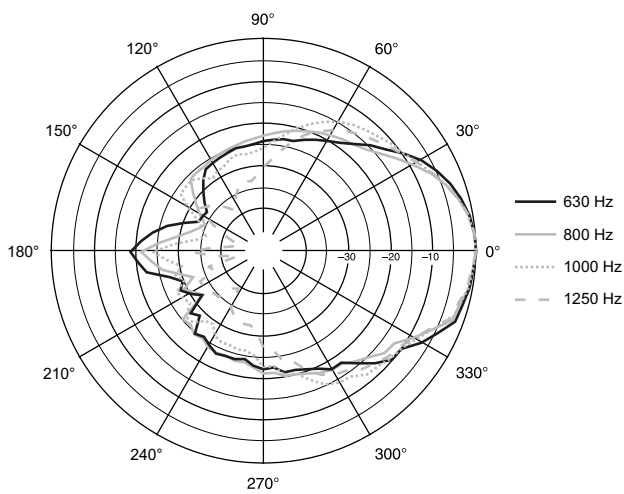
Impedance vs Frequency
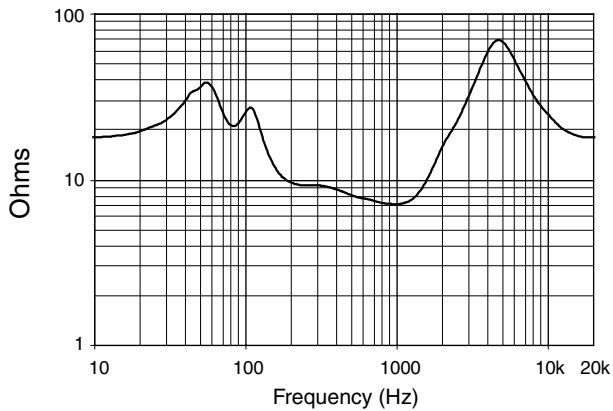
CIS991

Axial Response vs Frequency

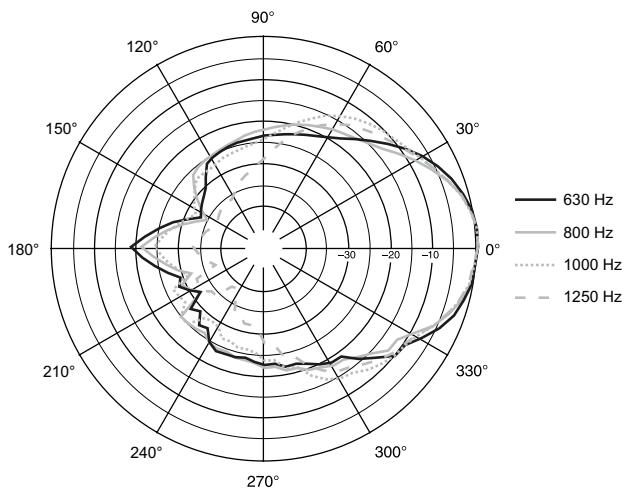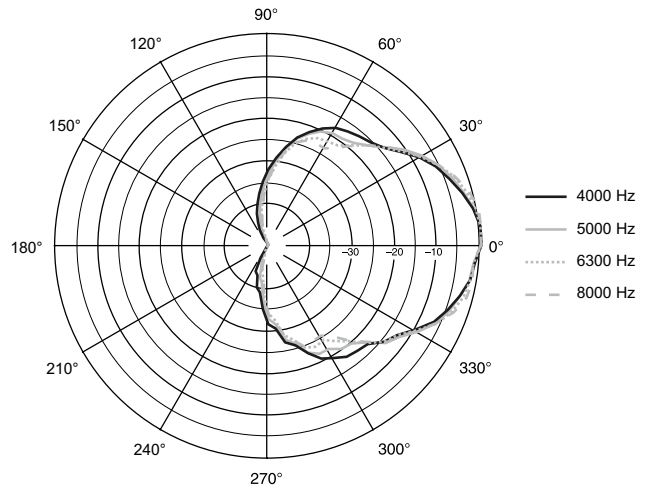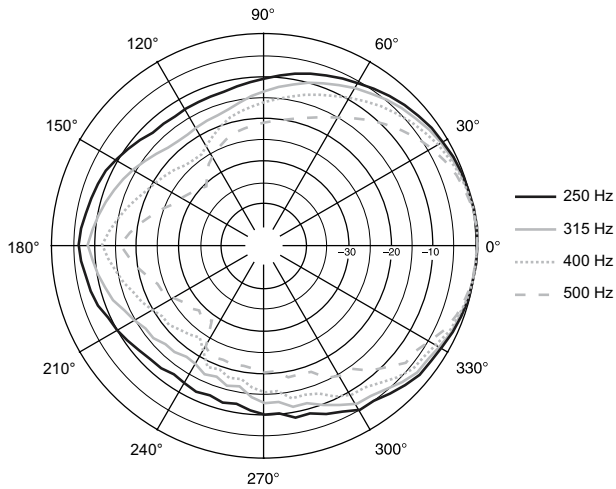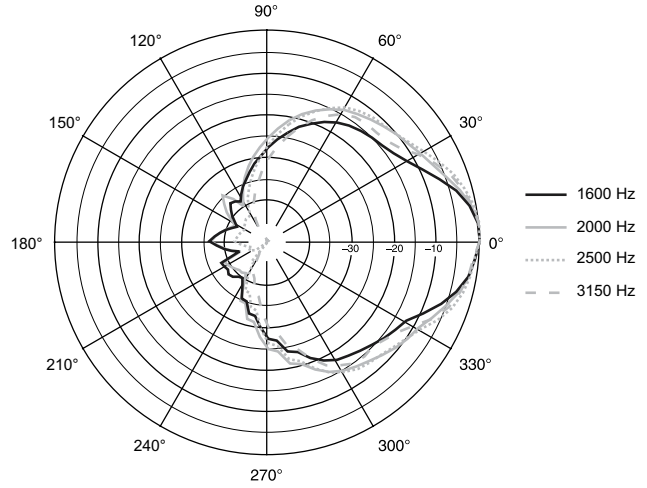**Beamwidth vs Frequency**

Horizontal ············
Vertical ——————

Impedance vs Frequency

VERTICAL POLAR DIAGRAMS CIS961

Legend (top right diagram):
- 1600 Hz
- 2000 Hz
- 2500 Hz
- 3150 Hz

Legend (middle left diagram):
- 250 Hz
- 315 Hz
- 400 Hz
- 500 Hz

Legend (middle right diagram):
- 4000 Hz
- 5000 Hz
- 6300 Hz
- 8000 Hz

Legend (bottom left diagram):
- 630 Hz
- 800 Hz
- 1000 Hz
- 1250 Hz

Legend (bottom right diagram):
- 10000 Hz
- 12500 Hz
- 16000 Hz

VERTICAL POLAR DIAGRAMS CIS991

Polar diagram — 1600 Hz, 2000 Hz, 2500 Hz, 3150 Hz

Polar diagram — 250 Hz, 315 Hz, 400 Hz, 500 Hz

Polar diagram — 4000 Hz, 5000 Hz, 6300 Hz, 8000 Hz

Polar diagram — 630 Hz, 800 Hz, 1000 Hz, 1250 Hz

Polar diagram — 10000 Hz, 12500 Hz, 16000 Hz

HORIZONTAL POLAR DIAGRAMS CIS961

1600 Hz
2000 Hz
2500 Hz
3150 Hz

250 Hz
315 Hz
400 Hz
500 Hz

4000 Hz
5000 Hz
6300 Hz
8000 Hz

630 Hz
800 Hz
1000 Hz
1250 Hz

10000 Hz
12500 Hz
16000 Hz

HORIZONTAL POLAR DIAGRAMS CIS991

Polar diagram — 1600 Hz, 2000 Hz, 2500 Hz, 3150 Hz

Polar diagram — 250 Hz, 315 Hz, 400 Hz, 500 Hz

Polar diagram — 4000 Hz, 5000 Hz, 6300 Hz, 8000 Hz

Polar diagram — 630 Hz, 800 Hz, 1000 Hz, 1250 Hz


Polar diagram — 10000 Hz, 12500 Hz, 16000 Hz

7. OPTIONAL KITS

Two kits are available for the loudspeaker. One is a mounting kit, and one is a trim ring kit. Please contact your dealer or EAW Commercial for ordering details.

AC-CK cable mounting kit

This kit consists of four 10-meter lengths of wire cable with a crimped-on hook at one end. A small locking device allows the length to be easily adjusted, so you can hang the loudspeaker accurately in position in a suspended ceiling, for leveling, or setting at an angle.


Loudspeaker suspended by four cables
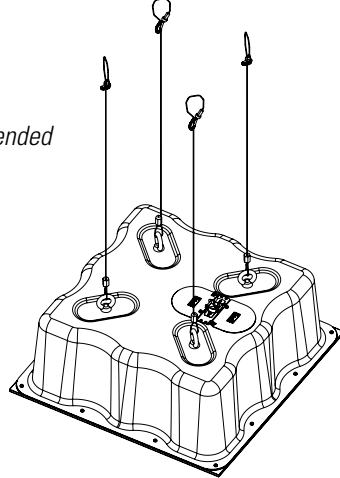
1. Find the location where you want the loudspeaker to be suspended.

2. Use suitable flying points above the loudspeaker. These may be ceiling beams or suitable eyebolt hardware. (The dimensioned drawing at the bottom of page 10 shows the location of the eyebolts.)

3. Pass the free end of each cable over the support beam/structure and loop it through the hook/latch.
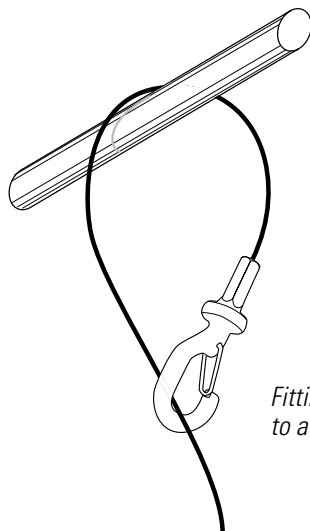

Fitting the hook/latch to a support

4. Pull on the free ends to take up the slack and thus secure the hook/latch assemblies.

5. **Note:** The hexagonal locking device has an arrow engraved on one side. This must be pointing **down** when installing.
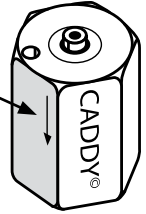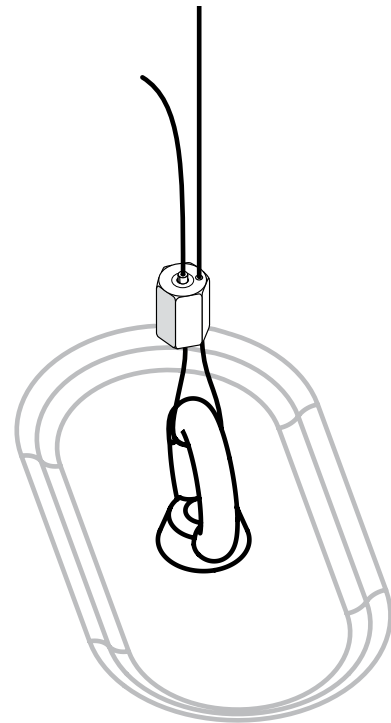

You will need an assistant to help hold the loudspeaker in position and support its weight.

Pass the free end of the cable through the outside hole of the top end of a hexagonal locking device, through a loudspeaker eyebolt, and back up through the center hole of the locking device.
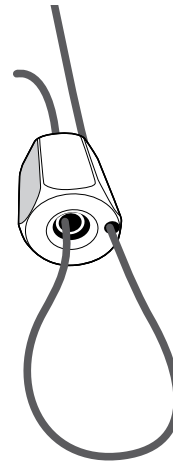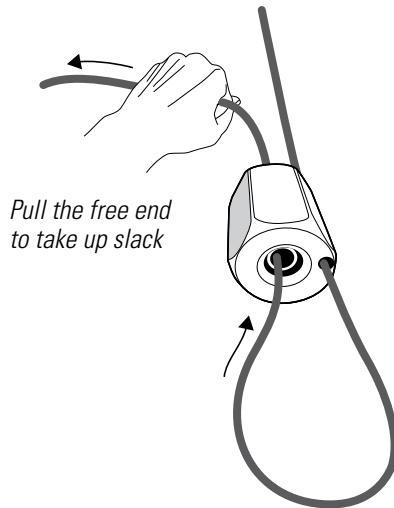

*Close-up view of the hexagonal locking device*

Fitting the cable to an eyebolt

6. Pull up on the free cable ends until the loudspeaker is suspended at the correct height. (The hexagonal locking devices will stop the cables from pulling through and lowering the loudspeaker.)

Pull the free end to take up slack

7. To lower the loudspeaker, first support its weight with the help of your assistant until the cables go slack. Use a small screwdriver to push up on the inner cylindrical sleeve inside the hexagonal locking device, and at the same time, gently feed more cable back through to increase the loop until the correct height is achieved.
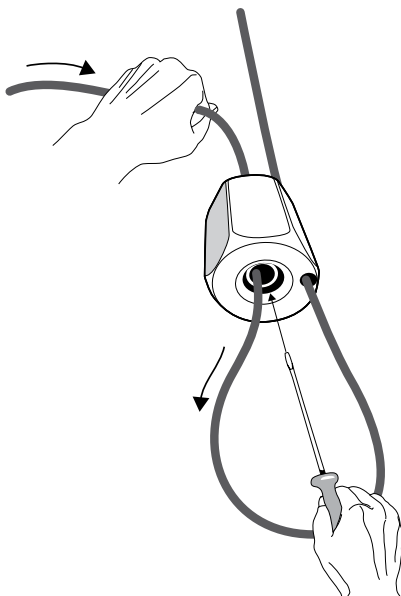
Use a small screwdriver or point to push up the inner sleeve and release the cable
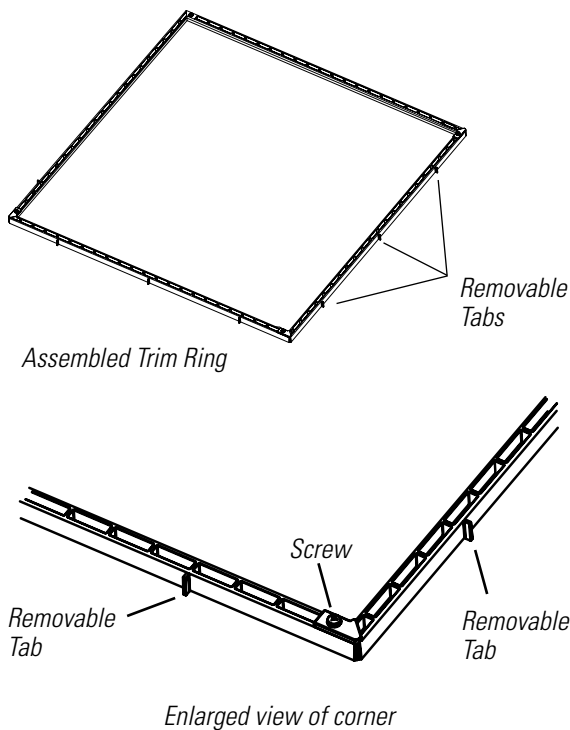
AC-TRK ceiling-mount trim ring kit

The AC-TRK is a 4-piece square trim ring kit that dresses the baffle into suspended ceiling tile surrounds (24" x 24").

The trim ring kit can also fit into 600 mm x 600 mm square ceiling tile surrounds by simply removing the small knock-off tab spacers along each edge.

The kit consists of four identical sides that can be joined together to form a square. This fills the space between the loudspeaker sides and the frame of the suspended ceiling.

PREPARATION AND ASSEMBLY

1. For installation into 24" x 24" ceiling surrounds, leave the tabs on and skip the next step.

2. For installation into 600mm x 600mm ceiling surrounds, remove all tabs from each of the sides. You can do this with a sharp knife or chisel, or by pressing the sides against the sharp edge of a table top, for example.

3. On a flat surface, join the four sides together to form a square, and tighten the phillips screws at each corner.


Removable Tabs

Assembled Trim Ring

Screw

Removable Tab

Removable Tab

Enlarged view of corner

INSTALLATION

1. Gently drop the assembled square into the suspended ceiling, with the smooth sides facing down.
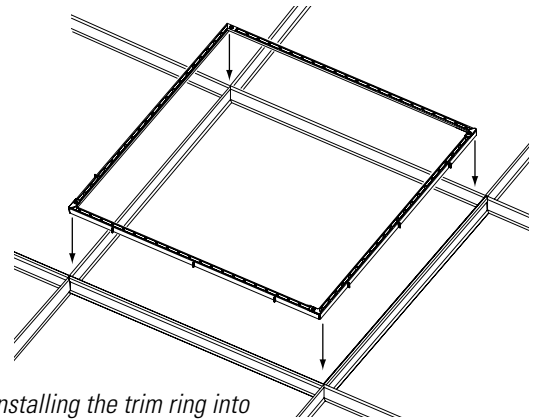
Installing the trim ring into the ceiling frame

2. Carefully adjust the length of the four suspension cables until the loudspeaker is lowered into the trim ring. The weight must be completely supported by the cables, not by the suspended ceiling frame. (A cable mounting kit AC-CK is available, consisting of four cables, each with a latch hook and a locking device.)
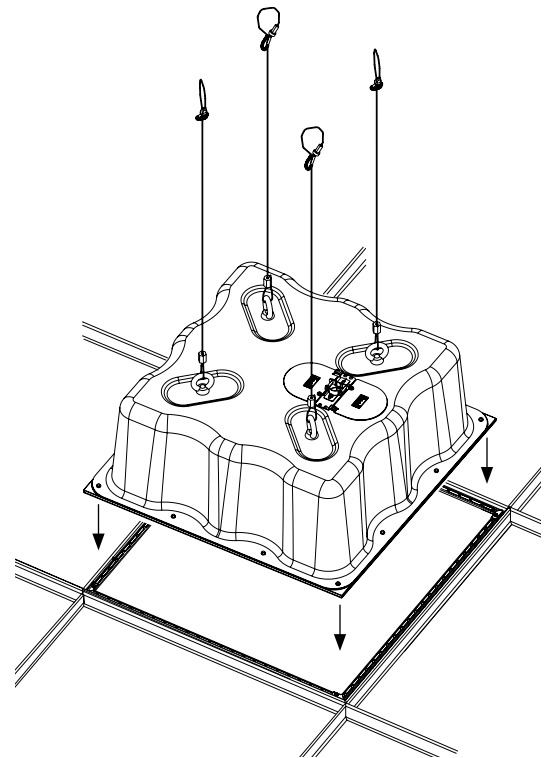
Installing the loudspeaker into the trim ring

8. SERVICE INFORMATION

In the event that your loudspeaker should require servicing, please follow these instructions:

1. Call EAW Commercial Tech Support at 1-888-337-7404, 7 am to 5 p.m. PST (Monday-Friday), to verify the problem and obtain a Return Authorization (RA) Number. Be sure to have the serial number of the unit when you call. You must have a Return Authorization Number in order to obtain warranty service at an authorized service center. You can also e-mail EAW Commercial Tech Support at: service@eaw.com

2. Pack the unit in its original packaging. THIS IS VERY IMPORTANT. LOUD Technologies is not responsible for any damage that occurs during shipping due to non-conventional packaging. Original packaging helps to minimize the possibility of shipping damage.

3. Include a legible note stating your name, (no P.O. boxes), daytime phone number, Return Authorization Number, and a detailed description of the problem, including how we can duplicate it.

4. Write the Return Authorization Number in BIG BOLD PRINT on the top of the box.

5. Tech Support will tell you where to ship the unit when you call for an RA Number. We suggest insurance for all forms of cartage.

9. EAW COMMERCIAL WARRANTY

Warranty: LOUD Technologies Inc. requires its authorized EAW Commercial distributors to abide by the following warranty terms for all EAW Commercial brand products (all dates are from the date of delivery from an Authorized EAW Commercial Distributor to the end user/installation site): Loudspeakers – 5 years; Active Electronics – 5 years; Accessories – 2 years.

What Is Covered: Defects in workmanship and materials and against malfunctions. EAW Commercial distributors must remedy all such defects and malfunctions without charge for parts or labor if the warranty applies. Final determination of warranty coverage lies solely with each authorized EAW Commercial distributor.

What Is Not Covered: This warranty does not extend to damage or malfunctions resulting from, but not limited to, shipment, improper installation, misuse, neglect, abuse, normal wear, accident, or to any product on which the serial number has been modified or removed. Exterior defects in or damage to the exterior appearance are specifically excluded from this warranty. EAW Commercial distributors shall not be liable for incidental or consequential damages resulting from the use of EAW Commercial products. Repairs and/or modifications by other than an Authorized EAW Commercial Distributor automatically voids this warranty.

EAW Commercial A LOUD Technologies Inc. Company