

# JENSEN®

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## DOCKING SPEAKER STATION for iPad, iPod and iPhone



Made for

 iPod  iPhone  iPad

**JiPS-250i**  
**USER MANUAL**  
(iPod/iPhone/iPad Not Included)

PLEASE READ THIS USER MANUAL COMPLETELY BEFORE OPERATING THIS UNIT AND  
RETAIN THIS BOOKLET FOR FUTURE REFERENCE.

## DEAR JENSEN® CUSTOMER

Selecting fine audio equipment such as the unit you've just purchased is only the start of your musical enjoyment. Now it's time to consider how you can maximize the fun and excitement your equipment offers. This manufacturer and the Electronic Industries Association's Consumer Electronics Group want you to get the most out of your equipment by playing it at a safe level. One that lets the sound come through loud and clear without annoying blaring or distortion and, most importantly, without affecting your sensitive hearing.

Sound can be deceiving. Over time your hearing "comfort level" adapts to higher volumes of sound. So what sounds "normal" can actually be loud and harmful to your hearing. Guard against this by setting your equipment at a safe level BEFORE your hearing adapts.

### To establish a safe level:

- ♦ Start your volume control at a low setting.
- ♦ Slowly increase the sound until you can hear it comfortably and clearly, and without distortion.

### We Want You Listening For a Lifetime

Used wisely, your new sound equipment will provide a lifetime of fun and enjoyment. Since hearing damage from loud noise is often undetectable until it is too late, this manufacturer and the Electronic Industries Association's Consumer Electronics Group recommend you avoid prolonged exposure to excessive noise.



### Customer's Record:

The serial number of this product is found on its bottom. You should note the serial number of this unit in the space provided as a permanent record of your purchase to aid in identification in the event of theft or loss.

**Model Number: JiPS-250**

**Serial Number:** \_\_\_\_\_

## IMPORTANT SAFETY INSTRUCTIONS

When used in the directed manner, this unit has been designed and manufactured to ensure your personal safety. However, improper use can result in potential electrical shock or fire hazards. Please read all safety and operating instructions carefully before installation and use, and keep these instructions handy for future reference. Take special note of all warnings listed in these instructions and on the unit.

1. Read these instructions – All the safety and operating instructions should be read before the appliance is operated.
2. Keep these instructions – The safety and operating instructions should be kept for future reference.
3. Heed all warnings – All warnings on the appliance and in the operating instructions should be adhered to.
4. Follow all instructions – All operation and use instructions should be followed.
5. Do not use this apparatus near water – The appliance should not be used near water; for example, near a bath tub, washbowl, kitchen sink, laundry tub, in a wet basement, or near a swimming pool.
6. Clean only with dry cloth – The appliance should be cleaned only as recommended by the manufacturer.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions. The appliance should be situated so that its location or position does not interfere with its proper ventilation. For example, the appliance should not be situated on a bed, sofa, rug, or similar surface that may block the ventilation openings; or placed in a built-in installation, such as a bookcase or cabinet that may impede the flow of air through the ventilation openings.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
10. Only use attachments / accessories specified by the manufacturer.
11. Unplug this apparatus during lightning storms or when unused for long periods of time.
12. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, 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.
13. This appliance shall not be exposed to dripping or splashing water and that no object filled with liquids such as vases shall be placed on the apparatus.
  14. Power Sources – The appliance should be connected to a power supply only of the type described in the operating instructions or as marked on the appliance. Do not overload wall outlet.
  15. Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type.
  16. Do not attempt to dismantle, open or repair this product yourself. If a fault occurs, seek advice from your local qualified service technician or contact the distributor via the telephone number at the back of this instruction manual.
  17. Caution marking and nameplate are located on bottom of product.

## COMPLIANCE WITH FCC REGULATIONS

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE : This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**CAUTION: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.**

## PROTECT YOUR FURNITURE

This model is equipped with non-skid rubber 'feet' to prevent the product from moving when you operate the controls. These 'feet' are made from non-migrating rubber material specially formulated to avoid leaving any marks or stains on your furniture. However certain types of oil based furniture polishes, wood preservatives, or cleaning sprays may cause the rubber 'feet' to soften, and leave marks or a rubber residue on the furniture. To prevent any damage to your furniture we strongly recommend that you purchase small self-adhesive felt pads, available at hardware stores and home improvement centers everywhere, and apply these pads to the bottom of the rubber 'feet' before you place the product on fine wooden furniture.

## PRECAUTIONS AND IMPORTANT NOTES

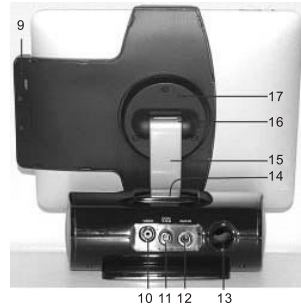
### PRECAUTIONS

- ♦ Do not connect the AC Adaptor to the unit and mains before checking the mains voltage.
- ♦ Do not cover any vents and make sure that there is a space of several inches around the unit for ventilation.
- ♦ This unit is not magnetically shielded and may cause color distortion on the screen of some TVs or video monitors. To avoid this, you may need to move the unit further away from the TV or monitor if abnormal color shifts or image distortion occurs.





### IMPORTANT NOTES

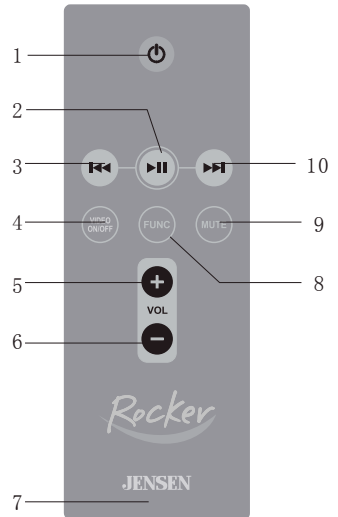
- ♦ For best iPad display clarity, avoid operating the unit in direct sunlight or under bright lights.
- Avoid installing the unit in locations described below:
- ♦ Places exposed to direct sunlight or close to heat radiating appliances such as electric heaters.
  - ♦ Places subject to constant vibration.
  - ♦ Dusty, humid or moist places.
  - ♦ Sources of electrical noise such as fluorescent lamps or motors.

## LOCATION OF CONTROLS



MAIN UNIT FUNCTIONS		
	<b>On the front:</b>	<b>Descriptions</b>
1	IR sensor	Receives infrared control signals from the remote, it must not be blocked.
2	Power/Function Indicator	- Power on and in AUX-IN mode, LED will flash. - Power on and in iPad mode, LED will light steadily. - In standby mode, LED will be off.
3	Docking Connector	Connect your iPad, iPhone, iPod touch, iPod nano, iPod classic (except 160GB) and iPod video here
4	Volume Up/Down (+/-)	Adjust the output volume level.
5	Power On/Standby  Button	- Press to turn unit on. - Press and hold to return unit to standby mode. - While unit is on, press to toggle between iPad and AUX-IN mode.
6	Left Speaker	Left channel of your music is heard.
7	Right Speaker	Right channel of your music is heard.
8	iPad Dock	Securely holds your docked iPad in place when in use.
9	Reset Button	Press this to return the unit to normal status in case it exhibits abnormality during operation.
10	Video Out Jack	Connect the composite input jack of your TV set to this terminal for viewing movies/videos or Youtube video browsing on your TV screen.
11	DC Jack (8V  2900mA	Only connect the supplied AC Adaptor to this jack to power the unit.
12	AUX-IN Jack	Connect any compatible portable audio device to this jack for amplified audio output.
13	Bass Reflex Opening	This opening should never be blocked otherwise the bass effect will be reduced.
14	Base Hinge	This is the hinge where the iPad Holder Arm is attached to the main unit.
15	Support Arm	This connects the iPad Dock to the main unit. Note that the support arm must be set to the uppermost or lowermost positions prior to docking your Apple device and before adjusting the angle of Dock Hinge.
16	Dock Hinge	Allows you to adjust the viewing angle of iPad Dock forward or back.
17	Rotating Head	This allows the iPad Dock to be rotated 90 degrees counterclockwise for landscape operation/viewing on your Apple device.

REMOTE FUNCTIONS	Descriptions
1	Power On/ Standby  Button
2	Play/Pause Button 
3	Skip Backward 
4	Video On/Off
5	Volume Up (+)
6	Volume Down (-)
7	Battery Door
8	Function Button
9	Mute Button
10	Skip Forward 



**NOTE:** Only the Power On/Standby Button & Volume (+/-) Buttons on the base unit and the remote will continue to work when using the optional “Rocker” Application.

## GETTING STARTED

### POWER SUPPLY SOURCES

This Docking Speaker System operates using the included AC Adaptor with 8V $\pm$  2900mA (centre-positive) output and is compatible with standard 120V~ 60Hz AC household power.

Note: Do not use a different AC adaptor other than the one included. Your iPad or iPhone may fail to charge and you could damage the dock and/or the Apple device that is docked. A fire hazard can also occur due to system overloading.

The remote control works on one 3V $\pm$  type CR2032 lithium battery (Included).

### CONNECTING THE UNIT TO THE AC ADAPTOR POWER

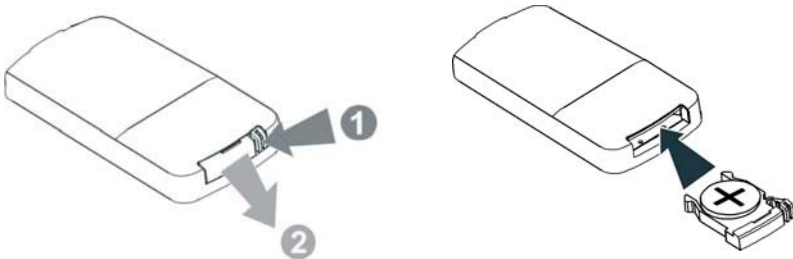
Plug the AC Adaptor into the DC Jack on the back of unit. Plug the adaptor into a standard 120V~60Hz AC outlet.

### Remote Control

Remove the insulation tab from the battery compartment to activate the remote before first use.

When the operation of the remote control becomes intermittent or the effective distance is significantly decreased, replace the original battery with a new type CR2032 3V $\pm$  lithium battery as follows:

1. Unlock **1** and slide out the battery holder **2** from the remote control case.
2. Replace the weak/dead battery with a new one. Be sure the battery is installed correctly. The remote will not work if the battery is installed with wrong polarity.
3. Insert the battery holder back into the battery slot.



### **⚠ BATTERY NOTE AND CARE**

- Danger of explosion if the battery is replaced incorrectly. Replace only with the same type battery.
- Only use a good quality known brand battery to ensure the longest life and best performance.
- If the unit is not used for an extended period of time, remove the battery. An old or leaking battery can cause damage to the remote and may void the warranty.
- Do not dispose of batteries in fire. Batteries may leak or explode.
- Do not try to recharge batteries that are not intended to be recharged; they can overheat, rupture and leak (Follow battery manufacturer's directions).
- Only an adult should replace the battery.

### SETTING UP THE DOCK FOR COMFORTABLE VIEWING AND TYPING VIDEO BROWSING MODE

1. Dock your iPad, iPhone or iPod touch while the dock is in in portrait mode. Rotate the Dock 90 degrees counterclockwise for landscape mode if needed.
2. Adjust the Base Hinge until the iPad Support Arm locks in the uppermost position.
3. Adjust the viewing angle by tilting the iPad Dock forward or back.



Portrait Mode



Landscape Mode

### USING THE iPad ONSCREEN KEYBOARD

1. Dock your iPad and rotate the Dock 90 degrees counterclockwise to landscape mode.
2. Lock the Support Arm into its lowest position and angle the dock as shown to the right.
3. The iPad screen will be inclined at an angle of about 41 degrees allowing you to type using the onscreen keyboard.



Onscreen Typing Mode

## WORKING WITH AN APPLE iPad / iPhone / iPod

### RECHARGING YOUR APPLE DEVICE

Even if the Dock is in standby mode, once your iPad, iPhone or iPod is docked onto the Docking Connector, the charging will start automatically.

### LISTENING TO MUSIC ON YOUR APPLE DEVICE

This unit works with all models of iPad, iPhone, iPod touch, iPod nano, iPod Video and iPod classic up to 120GB.

1. Dock your Apple device carefully and securely onto the Docking Connector.
2. Press the Power Button on the main unit or remote to turn on the unit. The green Power Indicator will light solid.
3. Select the "iPod" function from the main screen on the iPad, iPhone or iPod touch or "Music" on iPod to access your music library.
4. After selecting your favorite song, press the Play/Pause ►|| Button on remote to play or pause.
5. Press the ►► Button to advance to next song. Press and hold it during playback for fast forward search within the song.
6. Press the ◀◀ Button to go to the starting point of current song or previous song. Press and hold it during playback for fast backward search within the song.
7. Press the Volume Up (+) and Volume Down (-) to adjust the volume output level.
8. Press the Mute Button to cut off the audio output from the speakers. Press again to resume listening.

#### Note:

- ♦ Adjust the built-in preset EQ of your Apple device to fine tuning the sound quality to suit your needs.
- ♦ The volume control slider of iPad, iPhone and iPod touch are disabled when docked.
- ♦ Press the HOME button of your iPad, iPhone or iPod touch to exit the music/video mode.
- ♦ Your Apple device will be recharged as long as it remains docked.
- ♦ Press the Power Button to switch to AUX-IN mode. The green indicator will flash.

## HOW TO WATCH VIDEOS ON A TV

1. Connect the Video Out Jack of the JiPS-250i to the composite video input of your external TV with a suitable video cable (not included).
2. If you are using the iPod nano, iPod classic or iPod video, you need to turn on the TV Out option manually from the video setting menu of your iPod.
3. For the iPod nano (3<sup>rd</sup> generation and up), iPod video and iPod classic, select the "Videos" or "Podcasts" menu to locate your favorite video clips on the device's LCD screen.
4. For the iPad, iPhone and iPod touch, you can additionally watch your favorite Youtube videos when you are connected to the internet via Wi-Fi, 2G or 3G cell phone networks.
5. High quality audio output from your videos will be playback through the built-in stereo speakers.
6. After selecting the video you wish to view and it starts to play, press the Play/Pause ►|| Button on remote to play or pause.
7. Press the ►►| Button to advance to end of the current clip. Press and hold it during playback for fast forward search within the clip.
8. Press the |◄◄ Button to go to the start of current clip. Press and hold it during playback for fast backward search within the clip.
9. Press the Volume Up (+) and Volume Down (-) buttons on the unit or remote to adjust the volume output level.
10. Press the Mute Button of the remote to cut off the audio output from the speakers. Press again to resume listening.

**Note:** The fast forward /reverse functions may not work for Youtube videos.

## HOW TO WATCH VIDEOS ON YOUR iPad / iPhone / iPod nano / iPod classic

### WITHOUT THE REMOTE

1. Make sure the JiPS-250i is OFF before docking. If the Green Power LED is lit, press and hold the Power Button until the LED goes off and release the Power Button.
2. Slide the iPad onto the dock as shown in Figure 1.
3. Once the iPad is docked, the iPad screen will automatically turn on for a few seconds as shown in Figure 2.



Figure 1



Figure 2

4. Press and hold either the Volume + or Volume - Button.
5. Now press the Power Button as shown in Figure 3.



Figure 3



- Once you release the buttons, the JiPS-250i will power up and the Green Power LED will light as shown in Figure 4



Figure 4

- Select the movie you want to watch and press the Play Button as shown in Figure 5.



Figure 5

- The video will begin playing on the screen of the iPad as shown in Figure 6.



Figure 6

- The dock can also be rotated to view the video in landscape mode as shown in Figure 7.



Figure 7

### WITH THE REMOTE

- The remote control features a "Video On/Off" Button as shown in Figure 8.
- Pressing the Video On/Off Button, when the remote is pointing towards the IR Sensor on the base, will change how the video is displayed.
- The video can be switched between the Video-out (default) and the screen of your iPad when pushing this button.



Figure 8

### Watching Videos on Your iPhone and iPod touch

- The operation for watching videos on your iPhone and iPod touch is similar to the iPad instructions above.
- If you decide to change back to TV out mode afterwards, please touch the Play Button on the iPhone or iPod touch screen to resume playing instead of using the remote.

### Watching Videos on Your iPod nano and iPod classic

- The operation for watching videos on your iPod nano and iPod classic is similar to the iPad instructions above.
- If you decide to change back to TV out mode afterwards, please press Menu Button on the click wheel of your iPod to exit to the video selection screen first. Then choose your desired video manually with the click wheel and press Enter Button to resume playing instead of using the remote.

### Notes:

- The above steps also allow you to view videos from other sources, such as Podcast and Youtube on your iPad, iPhone and iPod touch.
- The video output default is set to TV when you turn the dock power on, or when you dock the Apple device. If you change the video output to the iPad, iPhone or iPod touch screen and then undock it, the dock will revert back to the default TV output.

## USING THE AUXILIARY INPUT (AUX-IN)

This unit provides an Aux-in Jack (auxiliary input) for connecting an external audio device like an MP3 player, CD player and older, non-dockable iPods (except 3<sup>rd</sup> generation iPod shuffle) and listening to the audio from that device through the docking speakers.

1. Use an audio cable (not included) with one 3.5 mm stereo plug on both ends.
2. Plug one end of the cable into the AUX-IN Jack on the back of the main unit and the other end into the Line-out Jack or Headphone Jack of your external audio device.
3. Turn on the external audio device.
4. Press the Function Button on the remote or tap the Power Button on the main unit to select AUX-IN mode if necessary. The Power Indicator on the main unit will flash.
5. The output volume can now be controlled using the Volume Up (+) or Volume Down (-) Buttons on the remote and main unit. Operate all other functions on the auxiliary device as usual.

### Note:

- If the Line Out Jack of your external device is connected, then you only need to adjust the volume control of this unit. If the Headphone Jack of your external device is connected, then you may need to adjust both the volume control of your external device and the volume control of this unit to obtain the most comfortable volume level.
- Press the Power Button to turn off the system when you finish listening. Don't forget to switch off the power of your external device as well.

## USING THE ENHANCED FUNCTIONS OF JENSEN ROCKER APP

A special APP called "JENSEN ROCKER" is available to provide handy enhanced features such as; time & calendar, alarm clock, wake and sleep to nature sounds, voice messages, music player with EQ setting, photo frame with music slide show, Internet Radio and My Music ready (powered by Play Anywhere).

The JENSEN ROCKER App is a free download from Apple App Store. After installation, please check the App Store regularly for new updates.

### Limitations:

- When the App is running, all controls will be passed to the App. All buttons on the main unit and remote except Power and Volume + / - Buttons are disabled.
- The App is currently designed for the iPhone. When it runs on the iPad, tap the 2X Button in the lower right corner to enlarge it to full screen if necessary.
- Only the Clock/Calendar/Weather and My Music screens work in both portrait and landscape modes.

For details of JENSEN ROCKER App, please refer to the separate instruction sheet.

## RESETTING THE UNIT

If the unit is subject to a power surge or electric shock, it is possible that the internal micro-controller may lock up and the unit will not respond to any commands from the front panel controls or remote control. In this event, you can do one of the following:

1. Detach the DC plug of the AC Adaptor from the unit and then reconnect after about 10 seconds.
2. Use a straightened paper clip, toothpick or similar objects to press the Reset Button which is located at the bottom of the back side of the iPad Dock.

### Warning:

Do not use sharp, pointed object to press the Reset Button. It can damage the switch inside the unit.

## CARE AND MAINTENANCE

### CLEANING THE UNIT

- To prevent fire or shock hazard, disconnect your unit from the AC adaptor and Apple device when cleaning.
- The finish on the unit may be cleaned with a dust cloth and cared for as other furniture. Use caution when cleaning and wiping the plastic parts.
- If the cabinet becomes dusty wipe it with a soft dry dust cloth. Do not use any wax or polish sprays on the cabinet.
- If the unit becomes dirty or smudged with fingerprints it may be cleaned with a soft cloth slightly dampened with a mild soap and water solution. Never use abrasive cloths or polishes as these will damage the finish of your unit. Never allow any water or other liquids to get inside the unit while cleaning !
- While adjusting the iPad Support Arm or the angle of the iPad Dock, do it gently to avoid damaging the internal mechanical parts and hinges.

## TROUBLESHOOTING GUIDE

Symptom	Possible Problem	Solution
The unit does not respond (no power).	AC Adaptor is not plugged into a wall outlet or the connector is not plugged into the DC Jack on the back of the unit properly.	Plug the AC adaptor into a wall outlet and plug the connector into the DC Jack on the unit again with special attention.
	Wall outlet is not functioning.	Plug another appliance to the same outlet to confirm it is working.
Apple device does not respond to the speaker system.	Apple device is not installed properly.	Remove your Apple device from the dock and check for obstruction on the connectors in the dock and on your Apple device. Then reseat it on the dock.
	Apple device is locked up.	Please make sure that your Apple device is working properly before docking into the unit. Please refer to your Apple device manual for info on resetting the device.
Apple device does not recharge.	Apple device is not installed properly.	Remove your Apple device from the dock and check for obstruction on the connectors in the dock and on your Apple device. Then reseat it in the dock.
Sound is distorted.	Volume level is set too high.	Decrease the volume.
	Sound source is distorted.	If the Apple device original sound source is poor quality, distortion and noise is easily noticed with high-power speakers. Try a different audio source such as a music CD.  If you are using an external sound source like older generation of iPod, try reducing the output volume on the device itself. Also try changing the EQ setting of your Apple device.
Unit gets warm after extended play at high volume.	This is normal.	Turn the unit off for a period of time or lower volume.

## SPECIFICATIONS

### POWER REQUIREMENT

#### Main Unit

AC-DC adaptor    Input: 120V~ 60Hz

Output: 8V 2900mA

#### Remote Control

1 x 3V type CR2032 Lithium Battery

### OUTPUT POWER

2 x 3W

## LICENSE AND SPECTRA GREEN NOTICES

"Made for iPod", "Made for iPhone" and "Made for iPad" mean that an electronic accessory has been designed to connect specifically to iPod, iPhone or iPad respectively and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPad, iPhone or iPod may affect wireless performance.

iPhone, iPod, iPod classic, iPod nano, iPod shuffle and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. iPad is a trademark of Apple Inc.

My Music is powered by Play Anywhere®, more information on Play Anywhere® is available at [www.catchmedia.com](http://www.catchmedia.com)

JENSEN Rocker App is powered by Docking Partner, copyrights ©2010.



At Spectra, environmental and social responsibility is a core value of our business. We are dedicated to continuous implementation of responsible initiatives with an aim to conserve and maintain the environment through responsible recycling. Please visit us at <http://www.spectraintl.com/green.htm> for more information on Spectra's green initiatives or to find a recycler in your area.

**90 DAY LIMITED WARRANTY AND SERVICE  
VALID IN THE U.S.A ONLY**

SPECTRA MERCHANDISING INTERNATIONAL, INC. warrants this unit to be free from defective materials or factory workmanship for a period of 90 days from the date of original customer purchase and provided the product is utilized within the U.S.A. This warranty is not assignable or transferable. Our obligation under this warranty is the repair or replacement of the defective unit or any part thereof, except batteries, when it is returned to the SPECTRA Service Department, accompanied by proof of the date of original consumer purchase, such as a duplicate copy of a sales receipt.

You must pay all shipping charges required to ship the product to SPECTRA for warranty service. If the product is repaired or replaced under warranty, the return charges will be at SPECTRA's expense. There are no other express warranties other than those stated herein.

This warranty is valid only in accordance with the conditions set forth below:

1. The warranty applies to the SPECTRA product only while:
  - a. It remains in the possession of the original purchaser and proof of purchase is demonstrated.
  - b. It has not been subjected to accident, misuse, abuse, improper service, usage outside the descriptions and warnings covered within the user manual or non-SPECTRA approved modifications.
  - c. Claims are made within the warranty period.
2. This warranty does not cover damage or equipment failure caused by electrical wiring not in compliance with electrical codes or SPECTRA user manual specifications, or failure to provide reasonable care and necessary maintenance as outlined in the user manual.
3. Warranty of all SPECTRA products applies to residential use only and is void when products are used in a nonresidential environment or installed outside the United States.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. TO OBTAIN SERVICE please remove all batteries (if any) and pack the unit carefully and send it freight prepaid to SPECTRA at the address shown below. IF THE UNIT IS RETURNED WITHIN THE WARRANTY PERIOD shown above, please include a proof of purchase (dated cash register receipt) so that we may establish your eligibility for warranty service and repair of the unit without cost. Also include a note with a description explaining how the unit is defective. A customer service representative may need to contact you regarding the status of your repair, so please include your name, address, phone number and email address to expedite the process.

IF THE UNIT IS OUTSIDE THE WARRANTY PERIOD, please include a check for \$40.00 to cover the cost of repair, handling and return postage. All out of warranty returns must be sent prepaid.

It is recommended that you contact SPECTRA first at 1-800-777-5331 or by email at [custserv@spectrainintl.com](mailto:custserv@spectrainintl.com) for updated information on the unit requiring service. In some cases the model you have may be discontinued, and SPECTRA reserves the right to offer alternative options for repair or replacement.

SPECTRA MERCHANDISING INTERNATIONAL, INC.  
4230 North Normandy Avenue,  
Chicago, IL60634, USA.  
1-800-777-5331

To register your product, visit the link on the website below to enter your information.  
<http://www.spectrainintl.com/wform.htm>.

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