

# DIGITAL BLUETOOTH AM/FM DUAL ALARM CLOCK RADIO



MODEL: JCR-228 USER MANUAL



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

# WARNING

TO PREVENT FIRE OR SHOCK HAZARD, DO NOT USE THIS PLUG WITH AN EXTENSION CORD, RECEPTACLE OR OTHER OUTLET UNLESS THE BLADES CAN BE FULLY INSERTED TO PREVENT BLADE EXPOSURE. TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.



The lightning flash with arrowhead symbol, within an equilateral triangle is intended to alert the user to the presence of uninsulated dangerous voltage within the product is enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons

#### **CAUTION**

#### RISK OF ELECTRIC SHOCK DO NOT OPEN

CAUTION TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONEL.



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

The Caution Marking is located at the bottom enclosure of the apparatus. The Rating plate is located at the bottom enclosure of the apparatus

# IMPORTANT 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 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 product heat.
- 9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- 10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- 11. Only use attachments/accessories specified by the manufacturer.
- 12. Use only with a cart, stand, tripod, bracket, or table recommended by the manufacturer, or sold with the product. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
- 13. Unplug this apparatus during lightning storms or when unused for a long periods of time.
- 14. 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.
- 15. 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.

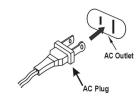
- 16. Do not overload wall outlet. Use only power source as indicated.
- 17. Use replacement part as specified by the manufacturer.
- 18. Upon completion of any service or repairs to this product, ask the service technician to perform safety checks.
- 19. Power Sources This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your product dealer or local power company. For products intended to operate from battery power, or other sources, refer to the operating instruction.
- 20. Object and Liquid Entry Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock. Never spill liquid of any kind on the product.
- 21. Damage Requiring Service Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - a) When the power-supply cord or plug is damaged,
  - b) If liquid has been spilled, or objects have fallen into the product,
  - c) If the product has been exposed to rain or water,
  - d) If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions as an improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to its normal operation.
  - e) If the product has been dropped or damaged in any way, and
  - f) When the product exhibits a distinct change in performance this indicates a need for service.
- 22. Mains plug is used as disconnect device and it should remain readily operable during intended use. In order to disconnect the apparatus from the mains completely, the mains plug should be disconnected from the mains socket outlet completely.
- 23. Battery shall not be exposed to excessive heat such as sunshine, fire or the like.
- 24. Minimum distances of 10 cm around the apparatus for sufficient ventilation.
- 25. The ventilation should not be impeded by covering the ventilation openings with items, such as newspapers, table-cloths, curtains, etc.
- 26. No naked flame sources, such as lighted candles, should be placed on the apparatus.
- 27. The use of apparatus in moderate climates.
- 28. Attention should be drawn to the environmental aspects of battery disposal.

This symbol indicates that this product incorporates double insulation between hazardous mains voltage and user accessible parts.



#### **CAUTION:**

TO PREVENT ELECTRIC SHOCK, MATCH WIDE BLADE OF PLUG TO WIDE SLOT. FULLY INSERT THE PLUG TO MAIN POWER SOCKET.



# SAVE THESE INSTRUCTIONS

# **COMPLIANCE WITH FCC REGULATIONS**

FCC ID: 2AE7AJCR228

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 '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.

# **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.

## Once you have established a comfortable sound level:

Set the dial and leave it there.

Taking a minute to do this now will help to prevent hearing damage or loss in the future. After all, we want you listening for a lifetime.

### 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 of loss.

Model Number: JCR-228 Serial Number:

# **POWER SOURCE**

This unit is designed to operate on AC 120V~ 60Hz. Operating this unit on any other power source may cause damage to the unit, and such damage is not covered by your warranty.

It is also equipped with a battery back-up system for the clock that is powered by 2 X AA (UM-3) batteries (not included).

#### **BATTERY BACK-UP SYSTEM**

The Battery Back-up System ensures the clock and alarm settings will be retained during a power interruption or power outage (in order to preserve the battery life the Display will not light). All clock settings will be kept in memory, however, the clock time may require adjustment for exact accuracy once the power returns. If the batteries are not installed, the Display will blink"12:00" when the power is restored. This will indicate that you have to reset the time and alarm settings.

#### **BATTERY INSTALLATION**

- 1. Open the battery compartment door on the bottom of the cabinet.
- 2. Follow the polarity diagram shown inside the compartment and Install 2 X "AA" size batteries (not included).
- 3. Replace the Battery Compartment Door.

**IMPORTANT:** Be sure that the batteries are installed correctly. Wrong polarity may damage the unit.

**NOTE:** Only use a well-known brand of battery to ensure longest life and the best performance.

#### **CAUTIONS:**

- Do not mix old and new batteries.
- 2. Do not mix alkaline, standard (carbon-zinc) or rechargeable (nickel-cadmium) batteries
- If the unit is not to be used for an extended period of time, remove the batteries.
   Old or leaking batteries can cause damage to the unit and may void the warranty.
- 4. Do not dispose of batteries in fire, batteries may explode or leak.
- 5. Batteries shall not be exposed to excessive heat such as sunshine, fire or the like.
- 6. Replace all the batteries at the same time, no matter exhausted or not, every 2 years at the same time to avoid possible battery leakage.
- 7. Do not try to recharge batteries not intended to be recharged; they can overheat, rupture and leak. (Follow battery manufacturer's directions).
- 8. Only an adult should replace the batteries.

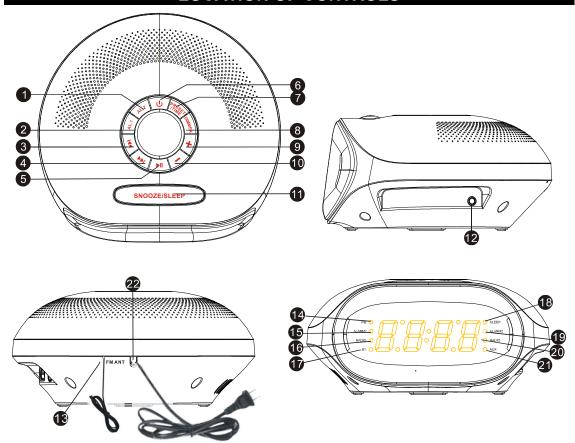
#### **POWER FAILURE INDICATOR**

If there are no batteries installed in the unit or the batteries installed are weak or dead, the time and alarm settings will be lost if the power is interrupted. When the AC power is restored the display will flash "12:00". This indicates that the time displayed is incorrect and needs to be reset.

#### **IMPORTANT:**

After you reset the time, be sure to reset your alarm settings as well.

# **LOCATION OF CONTROLS**



- 1. Alarm 2
- 2. Alarm 1
- 3. TUN / HR / ►
- 4. TUN+/MIN/►►
- 5. PAIRING / ►II
- 6. Mode / 🖒
- 7. PRESET / TIME
- 8. DIMMER
- 9. Volume +
- 10. Volume -
- 11. SNOOZE / SLEEP
- 12. AUX IN
- 13. FM ANTENNA
- 14. PM INDICATOR
- 15. ALARM 1 INDICATOR (wake to alarm)
- 16. ALARM 1 INDICATOR (wake to radio)
- 17. BLUETOOTH INDICATOR
- 18. SLEEP INDICATOR
- 19. ALARM 2 INDICATOR (wake to alarm)
- 20. ALARM 1 INDICATOR (wake to radio)
- 21. AUX IN INDICATOR
- 22. POWER CORD (at the back)

# **SETTING THE CLOCK TIME**

After powering up the unit or press and hold PRESET/TIME Button (#7) at standby mode, the clock display will flash. To set the time, follow the steps below:

- Tap the TUN-/HR/I◄◄ / TUN+/MIN/▶►I Buttons (#3/#4) until the correct time is displayed..
- 2. Press the PRESET/TIME Button (#7) to confirm the time.

#### Note:

Make sure the hour is set so that AM or PM is correctly displayed. There is a PM INDICATOR (#14) located in the upper left corner of the LED display. If the PM INDICATOR (#14) is showing on the display, the displayed time is "PM". If the PM INDICATOR (#14) is not showing on the display, the time displayed is "AM".

#### RADIO OPERATION

Press the MODE / 🖒 Button (#6) repeatedly to Turn On the unit and select AM/FM Mode, frequency will show on the LED display.

Press and hold the TUN-/HR/I◀■ Button (#3) OR TUN+/MIN/▶▶I Button (#4) to search for the next / previous available station. If the reception is poor, try Manual Tuning to fine-tune the station. Tap the TUN-/HR/I◀■ Button (#3) OR TUN+/MIN/▶▶I Button (#4) briefly to manually tune through the frequency band.

Adjust the VOLUME +/- Control (#9/10) to obtain the desired sound level.

The LED display will change to show the clock time after a few seconds. Press the TUN-/HR/I◀◀ OR TUN+/MIN/▶▶I Buttons (#3/4) to check the tuned frequency.

#### **Setting the Radio Station Presets**

The unit allows you to store up to 30 FM stations and 30 AM stations for easy recall at any time.

- 1. Press the POWER / 🖒 Button (#6) repeatedly to Turn On the unit and select AM/FM Mode.
- 2. Tune to the radio station you want to store in memory.
- 3. Press and hold the PRESET/TIME Button (#7). The preset channel number "P01" will be flashing on display.
- 4. To change the preset channel number location, press the TUN-/HR/I◀◀ OR TUN+/MIN/ ▶▶I Buttons (#3/4) to step through the preset locations ( P01 P30 ).
- 5. To confirm the preset location, press PRESET/TIME Button (#7).
- 6. To store up to 30 station presets, repeat steps 2-5 above.

#### **RECALL PRESET STATION**

In AM/FM mode, press PRESET/TIME Button (#7) repeatedly to select the preset channel.

#### TIPS FOR BEST RADIO RECEPTION

- AM The AM antenna is built inside the radio. If AM reception is weak, change the position of the unit until the internal antenna picks up the strongest signal.
- FM If FM reception is weak, fully extend the wire antenna and vary the position and location of the antenna until you find the strongest signal.

# **BLUETOOTH OPERATION**

Pairing a Bluetooth enabled device with the JCR-228.

- 1. Press the MODE / 🖒 Button (#6) repeatedly to turn on unit and select Bluetooth mode, "bt" will show on the LED Display. The BLUETOOTH INDICATOR (#17) will flash.
- 2. Turn on the Bluetooth function for the device you want to link to, and enable the search or scan function to find the JCR-228.
- 3. Select "JCR-228" from the device list when it appears on your device screen. If required, enter the pass code "0000" to pair (link) JCR-228 with your device.
- 4. If you are pairing (linking) your computer to the speaker using Bluetooth, you may need to set the JCR-228 as your computer's default sound device.
- 5. After successfully pairing the JCR-228 with your Bluetooth device, The BLUETOOTH INDICATOR (#17)) will stop flashing and remain lit.
- 6. If you want to pair (link) the JCR-228 with another Bluetooth device, press and hold PAIRING/► Button (#5) a few seconds. The BLUETOOTH INDICATOR (#17) will flash. The JCR-228 will go into Pairing/Discoverable mode. Repeat steps 2 & 3.

Now you can play music from your Bluetooth device wirelessly to the JCR-228.

- Selecting your favorite song, press the Play ►II Button on your Bluetooth device or the PAIRING/►II Button (#5) on the JCR-228 to play or pause the song from your Bluetooth device.
- 2. Press TUN-/HR/I◀◀ OR TUN+/MIN/ ▶▶I Buttons (#3/4)to select the Next or Previous track.
  - (The SEARCH function does not apply to Bluetooth operation)
- 3. Press VOLUME +/- buttons (#9/10) of your JCR-228 and your Bluetooth device until you reach a comfortable listening level.

#### Notes:

- 1. Refer to the manual of your cell phone, tablet PC, computer or other Bluetooth enabled devices for Bluetooth operation since it may vary from model to model.
- 2. If your Bluetooth enabled device does not support A2DP profile, it will not play the music through the speaker, even if paired (linked).
- 3. Remember to turn off the JCR-228 when you have finished listening, press and hold MODE / 🖰 Button (#6) a few seconds to turn off the unit.
- 4. Don't forget to switch off the power of your external audio device as well.
- 5. The music playback will automatically be paused when you have an incoming call. When the call is ended the JCR-228 will start playing again.

# **ALARM OPERATION**

#### **SETTING THE ALARM TIME**

You can set two different alarm times and select wake to RADIO / ALARM sound.

- 1. In standby mode, press and hold the ALARM 1 Button (#2) until the LED display flash.
- 2. Tap the TUN-/HR/I◀◀ OR TUN+/MIN/ ▶▶I Buttons (#3/4) to select wake to Radio FM Radio AM BB (Alarm) OFF.

  (Wake to Radio FM or AM, the LED display will show the frequency. Tap the PRESET/TIME button (#7) repeatedly to select the desired preset station.)
- 3. Press ALARM 1 Button (#2) to confirm. The LED display will show the alarm time.
- 4. Press TUN-/HR/I◀◀ OR TUN+/MIN/ ▶▶I Buttons (#3/4) to set the hour and minute of the alarm time.
- 5. Press the ALARM 1 Button (#2) to confirm the alarm time. The LED display will show the volume level.
- 6. Press TUN-/HR/I◀◀ OR TUN+/MIN/ ▶▶I Buttons (#3/4) to set the volume level.
- 7. Press the ALARM 1 Button (#2) to confirm the volume level. The LED display resume display the current time.
- 8. Alarm 2 setting procedures are same as Alarm 1.

Note: If Alarm 1 and Alarm 2 set at same time, only Alarm 2 will function.

#### **SETTING WAKE TO ALARM OR RADIO**

- 1. In standby mode, press the ALARM 1 Button (#2) repeatedly to set alarm 1
  - a. Wake to Alarm, Alarm 1 INDICATOR (wake to alarm) (#15) will light up.
  - b. Wake to Radio, Alarm 1 INDICATOR (wake to radio) (#16) will light up.
  - c. Alarm 1 Off, both WAKE to ALARM & RADIO Indicators light off
- 2. When alarm sounds, press any buttons once to stop the alarm and it will repeat next day same time.
- 3. When alarm sounding after one hour, the sound will auto off and repeat next day.
- 4. Alarm 2 wake to Alarm or radio setting procedures is same as Alarm 1.

#### **SNOOZE ALARM**

After the radio or alarm sounds, you may press the SNOOZE/SLEEP button (#11) for a few more minutes sleep. The alarm will stop for approximately 9 minutes and then turn on again.

#### **CHECKING THE ALARM TIME**

In standby mode, tap the ALARM 1 or ALARM 2 Button (#2/1) repeatedly to check the Alarm Sound mode, Alarm Time, Volume Level.

# **AUX OPERATION**

You can play other music sources (iPod, MP3 or other digital audio players) through the speakers of the JCR-228 by connecting the AUX IN Jack (#12) to your external player's audio out jack or headphone jack.

- 1. Plug one end of an audio cable (not included) into the AUX IN Jack (#12) and the other end of the cable to the headphone jack of your digital audio player.
- 2. Press the MODE / 🖒 Button (#6) repeatedly to select the AUX mode, The LED Display show AU.
- 3. Start playing the device you plugged into the AUX IN Jack (#12).
- 4. Slowly adjust both the volume controls of the JCR-228 and the external device until you reach a comfortable listening level.
- 5. Turn off your iPod, MP3 player etc. when finish listening.
- 6. Press and hold the MODE / 🖰 Button (#6) 5 seconds to turn the JCR-228 off and unplug the AUX IN Jack.

#### Notes:

- If you connect the JCR-228 to the Line-Out Jack of your external device, you
  only need to adjust the VOLUME CONTROL of your JCR-228. If you connect to
  the Headphone Jack of your external device, you may need to adjust both the
  volume controls of your external device and the JCR-228 to obtain the desirable
  listening level.
- Remember to turn off the JCR-228 when you have finished listening. Don't forget to switch off the power of your external audio device as well.

## DIMMER CONTROL

Press the DIMMER Button (#8) briefly to select LED Display brightness.

# **SLEEP FUNCTION**

This function allows you to program the system to turn itself OFF after a set period of time. You can set your sleep time while in Power On (Radio, AUX or Bluetooth) mode:

- 1. To activate the sleep function, press the SLEEP button (#11) repeatedly on the unit, the display will show "90, 80, 70, 60, 50, 40, 30, 20, 10, OFF in sequence.
- When the display shows your desired sleep time, release the button, the sleep timer is now activated, the SLEEP Indicator will Turn On. The display show "10" is to indicate "10 minutes" sleep time and so on. When the sleep time counts to zero, the unit will go off.

#### **SPECIFICATIONS**

Power: AC 120V  $\sim$  60Hz 7W

Backup battery: 2 x AA (UM-3) (not included), for clock backup.

Frequency Range: FM 87.5 – 108 MHz

AM 520 - 1710 KHz

# TROUBLESHOOTING GUIDE

Should you experience difficulties in the use of this player please refer to the following chart or call 1-800-777-5331 for Product Service and Support.

SYMPTOM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Power does not come on.	AC line cord not plugged in.	Insert plug firmly into AC outlet.
No sound.	VOLUME control at minimum position.	Increase Volume
Noise or sound distorted FM.	- Station not tuned properly - Antenna is not extended	- Retune Broadcast station - Fully extend the antenna
Bluetooth no operation	Unit not in Bluetooth mode  Bluetooth connect unstable  No music file in mobile	<ul> <li>Switch the unit to</li> <li>Bluetooth mode</li> <li>Reconnect again</li> <li>Install music to your mobile</li> </ul>
Aux in no sound	Unit not in AUX mode	- Switch the unit to AUX mode
	AUX cable connect unstable	- Reconnect the AUX cable



At Spectra, environmental and social responsibility is a SPECTRA® 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 <a href="http://www.spectraintl.com/green.htm">http://www.spectraintl.com/green.htm</a> for more information on Spectra's green initiatives or to find a recycler in your area.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Spectra Merchandising International, Inc. is under license. Other trademarks and trade names are those of their respective owners.

# 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.
- 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 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 **\$10.00** 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@spectraintl.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.spectraintl.com/wform.htm

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