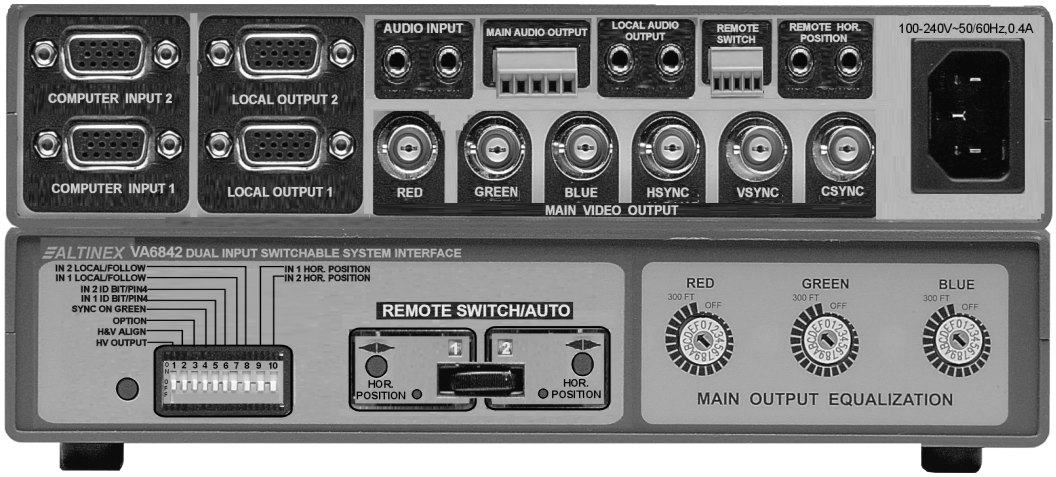

MANUAL PART NUMBER: 400-0104-001
PRODUCT REVISION: 1

VA6842

DUAL INPUT/SWITCHABLE ANALOG INTERFACE WITH AUDIO & EQ

USER'S GUIDE

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PRECAUTIONS / SAFETY WARNINGS 1

Please read this manual carefully before using your **VA6842** Interface. Keep this manual handy for future reference. These safety instructions are to ensure the long life of your **VA6842** and to prevent fire and shock hazard. Please read them carefully and heed all warnings.

1.1 GENERAL

- Unauthorized personnel shall not open the unit since there are high-voltage components inside.
- Qualified ALTINEX service personnel, or their authorized representatives must perform all service.

1.2. SAFETY GUIDELINES FOR THE RACK-MOUNTING OF THE VA6842

- Maximum operating ambient temperature is 35 (degrees C).
- Never restrict the airflow through the devices' fan or vents.
- When installing equipment into a rack, distribute the units evenly. Otherwise, hazardous conditions may be created by an uneven weight distribution.
- Connect the unit to a properly rated supply circuit.
- Reliable Earthing (Grounding) of Rack-Mounted Equipment should be maintained.

1.3 INSTALLATION

- For best results, place the **VA6842** Interface on a flat, level surface in a dry area away from dust and moisture.
- To prevent fire or shock, do not expose this unit to rain or moisture. Do not place the **VA6842** Interface in direct sunlight, near heaters or heat radiating appliances, or near any liquid. Exposure to direct sunlight, smoke, or steam can harm internal components.
- Handle the **VA6842** Interface carefully. Dropping or jarring can damage internal components.
- Do not place heavy objects on top of the **VA6842**. If the **VA6842** is to be mounted to a table or wall, use only ALTINEX-made mounting accessories, such as brackets (**DA1293FC** or **DA1294FC**) and cables for optimum setup.
- To turn off the main power, be sure to remove the cord from the power outlet. The power outlet socket should be installed as close to the equipment as possible, and should be easily accessible.
- Do not pull the power cord or any cable that is attached to the **VA6842** Interface.
- If the **VA6842** Interface is not used for an extended period, disconnect the power cord from the power outlet.

1.4 CLEANING

- Unplug the **VA6842** power cord before cleaning. Clean surfaces with a dry cloth. Never use strong detergents or solvents, such as alcohol or thinner. Do not use a wet cloth or water to clean the unit.

1.5 FCC / CE NOTICE

- 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.
- This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.
- Any changes or modifications to the unit not expressly approved by ALTINEX, Inc. could

void the user's authority to operate the equipment.

ABOUT YOUR INTERFACE 2

There are several varieties of computers and computer video cards on the market today. There are also numerous data monitors and large screen data projectors. When displaying a computer image on a large screen data projector or on a large screen monitor, it often becomes clear that some computers are not always compatible with certain display devices. The **VA6842** is a computer video interface designed to resolve this incompatibility.

The **VA6842** is a dual input-switchable computer video interface. It is designed to interface up to two VGA/SVGA/XGA/UXGA/MAC/SUN or SGI computer video sources to one scan-rate compatible presentation monitor or data projector. Each of the inputs can be connected to different types of computers simultaneously. The **VA6842** will amplify video signals and convert the sync portion of the signal to the desired format.

It is important to understand the general capabilities of interfaces. Interfaces do not change the scan-rate or the resolution of the video signal. An interface simply converts a computer video signal to a pre-selected analog format. The source (computer) and display (projector or monitor) must be scan-rate compatible.

The **VA6842** is a state-of-the-art piece of equipment with an exceptional combination of advanced features and very competitive pricing.

TECHNICAL SPECIFICATIONS 3

FEATURES/ DESCRIPTION	VA6842
GENERAL	
Inputs	
Stereo Audio Input Connector	Two, 3.5 mm stereo jacks
Computer Input Connector	Two, 15pin HD-F
Outputs	
Local Output Connector	Two, 15-pin HD-F
Main Video Output Connector	One, 6 BNC
Main Audio Output Connector	One, 5-position terminal block
Local Audio Output Connector	Two, 3.5mm stereo jacks
Compatibility	Stereo or mono unbalanced audio; VGA/SVGA/XGA/UXGA Compatible Signals, Apple/MACII/Quadra/G3 Signals, Sun/SGI Workstations

Table 1. **VA6842** General

MECHANICAL	VA6842
Enclosure	1 U High, ½ Rack Wide
Width	8.50 in (216mm)
Height	1.75 in (44mm)
Depth	4.93 in. (125mm)
Weight	2.0 lb. (0.91kg)
Ship Weight	2.8 lb. (1.27kg)
Material	0.1" Aluminum
Finish	Gray
Faceplate	Lexan
T° Operating	10°C-35°C
T° Maximum	50°C
Humidity Technical	90% non-condensing
MTBF (calculations)	40,000 hrs

Table 2. **VA6842** Mechanical

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ELECTRICAL	VA6842
Input Video Signals	
Analog Signal	0.3 to 1.2 Volt p-p
Impedance	75 Ohms
Input Sync Signals	
Horizontal, Vertical, & C-Sync	TTL(+/-)
Sync on Green	-0.3V
Impedance	10 k Ohms
Audio Input Signals	
Type	Differential
CMRR	>80dB @ 10 Hz to 20 kHz
Impedance	10 k Ohms
Voltage	10 V p-p, +/-5 Volts
Output Video Signals	
Analog Signal	0.77 V p-p
Impedance	75 Ohms
Output Sync Signals	
Composite Sync	TTL(+/-)
Sync on Green	-0.3V
Impedance	22 Ohms
Audio Output Signals	
Type	Single Ended
Impedance	<22Ohms (drives 600Ohms)
Crosstalk	<80dB @ 1 kHz
Signal-to-Noise Ratio	>95dB
Bandwidth	10 Hz – 40 kHz
Stereo Channel Separation	>75dB @ 1 kHz, >60dB @ 20 kHz
Frequency Compatibility	
Minimum Video Bandwidth	350 MHz
Rise/Fall Time	1.2 ns
Power	
Internal Power Supply	90-140/200-240 V

Table 3. **VA6842** Electrical

VA6842 DESCRIPTION 4

4.1 COMPUTER VIDEO INPUT (VGA-COMPATIBLE 15-PIN HD CONNECTOR)

The two 15-pin HD inputs allow the connections of two computers to the **VA6842** Interface using cables with a 15-pin HD connector on the interface end and a matching connector on the computer end. These 15-pin HD connectors allow greater flexibility and versatility from the **VA6842**. All ID pins are passed through for proper boot up mode. Several computers like the PC, MAC, SUN, and SGI can be attached using the proper cables as described in Section 8 - Accessories.

PIN No.	INPUT SIGNALS ON 15-PIN HD FEMALE CONNECTOR
1	Red Video
2	Green Video
3	Blue Video
4	ID Bit 2
5	SCL/SDA ID Bit Reference/ Return
6	Ground
7	Ground
8	Ground
9	Vesa +5V
10	Sync Return
11	ID Bit 0
12	SDA – DDC Data
13	Horizontal Sync/Composite Sync
14	Vertical Sync
15	SCL –DDC Clock

Table 4. **VA6842** Dual Input pin-outs

4.2 LOCAL MONITOR OUTPUT (15-PIN HD CONNECTOR)

Each of the inputs has a local monitor output through a 15-pin HD female connector. These outputs allow the connections of a local monitor up to 25 feet away from the interface.

These are fully buffered outputs, eliminating reflections often caused by “Y” type monitor breakout cables. It is not necessary to terminate the unused output. The output is VGA compatible, but can also be used to transmit signals to other types of local monitors using the provided ALTINEX adapter cables such as VGA, MAC, SUN, SGI, or RGB.

PIN No.	LOCAL MONITOR OUTPUT SIGNALS ON 15-PIN HD FEMALE CONNECTOR
1	Red Video
2	Green Video
3	Blue Video
4	ID Bit 2
5	SCL/SDA ID Bit Reference/ Return
6	Ground
7	Ground
8	Ground
9	Vesa +5V
10	Sync Return
11	ID Bit 0
12	SDA – DDC Data
13	Horizontal Sync/Composite Sync
14	Vertical Sync
15	SCL –DDC Clock

Table 5. Dual Local Monitor Outputs pin-out

4.3 MAIN OUTPUT THROUGH 6 BNC CONNECTORS

BNC connectors offer a reliable connection for high-resolution video signals, and they facilitate easy cable maintenance in the field. The main output of the **VA6842** is configured with six BNC connectors. By selecting the appropriate combinations, these outputs can provide RGsB, RGBHV, or RGBS output signals. RGsB type input signals are passed through only because the **VA6842** does not separate sync from the green signal. With these connectors, the **VA6842** can be connected to compatible projectors using 4 coax cables for RGBS signals or 5 coax cable for RGBHV signals.

CONNECTOR	OUTPUT SIGNALS (6-BNC FEMALE)
Red	Red Video
Green	Green Video
Blue	Blue Video
Sync	Composite Sync
Horizontal	Horizontal Sync
Vertical	Vertical Sync

Table 6. **VA6842** Main Output pin-outs

4.4 INPUT SELECTION SWITCH

The selection of inputs between one and two are accomplished by using the INPUT SELECT switch on the front panel. This switch has three positions: left, center, and right.

By switching to the left, the unit will select INPUT 1. By switching to the right, the **VA6842** will select INPUT 2. The center position is a REMOTE/AUTO mode.

The LED lights on each side of the INPUT SELECT switch will indicate which input is selected.

If only one source is present and the INPUT SELECT switch is in the **VA6842**'s AUTO mode**,** the unit will select the active input. An ON LED will indicate the active input.

When two active sources are present and the INPUT SELECT switch is on the REMOTE/AUTO position, the **VA6842** selects INPUT 2 as the default and turns LED 2 red.

4.5 HORIZONTAL POSITION ADJUSTMENT

Most monitors and projectors have the ability to adjust the horizontal position of the image, but sometimes it is helpful to control this feature at the interface. This control is especially useful when multiple computers are switched to a single display if the horizontal positions for each computer are slightly different.

The **VA6842** offers a horizontal position adjustment for each of the inputs. Turning the Horizontal Position Adjustment knob (blue color) located on each side of the INPUT SELECT switch will set the unit.

First, make sure that the CH1 HORIZONTAL DELAY and CH2 HORIZONTAL DELAY dip-switches are OFF.

With the **VA6842** Interface's INPUT SELECT switch in the ON position, REMOTE/AUTO (center position) and the HORIZONTAL POSITION CONTROL switch centered, adjust the image using the monitor or projector's horizontal image position control. Then set the INPUT SELECT switch to the desired input and

adjust the horizontal position of the image on the display with the **VA6842**'s Horizontal Position Control knob.

The **VA6842**'s horizontal position of the image can also be adjusted remotely using an available optional accessory that is inserted into a 3.5mm jack labeled "Remote Horizontal Position". To enable adjustment of the image's position, first the H-position dial located on the back panel must be in a locked position. Now using the knob on the optional accessory, the image can be shifted. Please note that using a longer cable or a non- ALTINEX cable for remote horizontal position could affect the stability of the picture by creating unwanted jitter.

4.6 AUDIO

The **VA6842** accepts two unbalanced stereo audio inputs and offers one balanced stereo audio output. Please note that the audio signal will follow the video signal during switching, which means that in either manual selection or auto-switch mode, if Input 1 is active then both video and audio signals will be selected for this input.

4.7 MOUNTING CAPABILITY

The **VA6842** can be easily mounted into an equipment rack. Four mounting holes are provided on each side of the unit. To mount a single unit, use ALTINEX 19"-1U Rack Mount Ears (part # **DA1294FC)**. To mount two units in tandem, use an ALTINEX 19"-1U Rack Mount Shelf (part # **DA1293FC**). For under the table mounts, optional brackets like the **TM1271**, **TM1272**, **TM1273**, or **TM1274** can be used.

4.8 POWER REQUIREMENTS

The **VA6842** may be used anywhere in the world where the voltage is from 100 to 240 volts AC at 50/60 Hz. For the safety of the user and for protection of the unit, make sure that the input voltage of the **VA6842** is in the range of 100 to 240VAC. The unit is auto-switchable so that no user adjustments are necessary when switching from 120 to 220VAC for different countries. The LED located on the front panel should light RED or GREEN when valid power input is transmitted to the **VA6842**.

4.9 BANDWIDTH

The minimum bandwidth of the **VA6842** is 350 MHz, and the typical bandwidth is 425 MHz. This high bandwidth allows the passing of a video signal's third harmonic, thus ensuring a clean video signal. Indeed, the **VA6842** will be virtually transparent to the video signal.

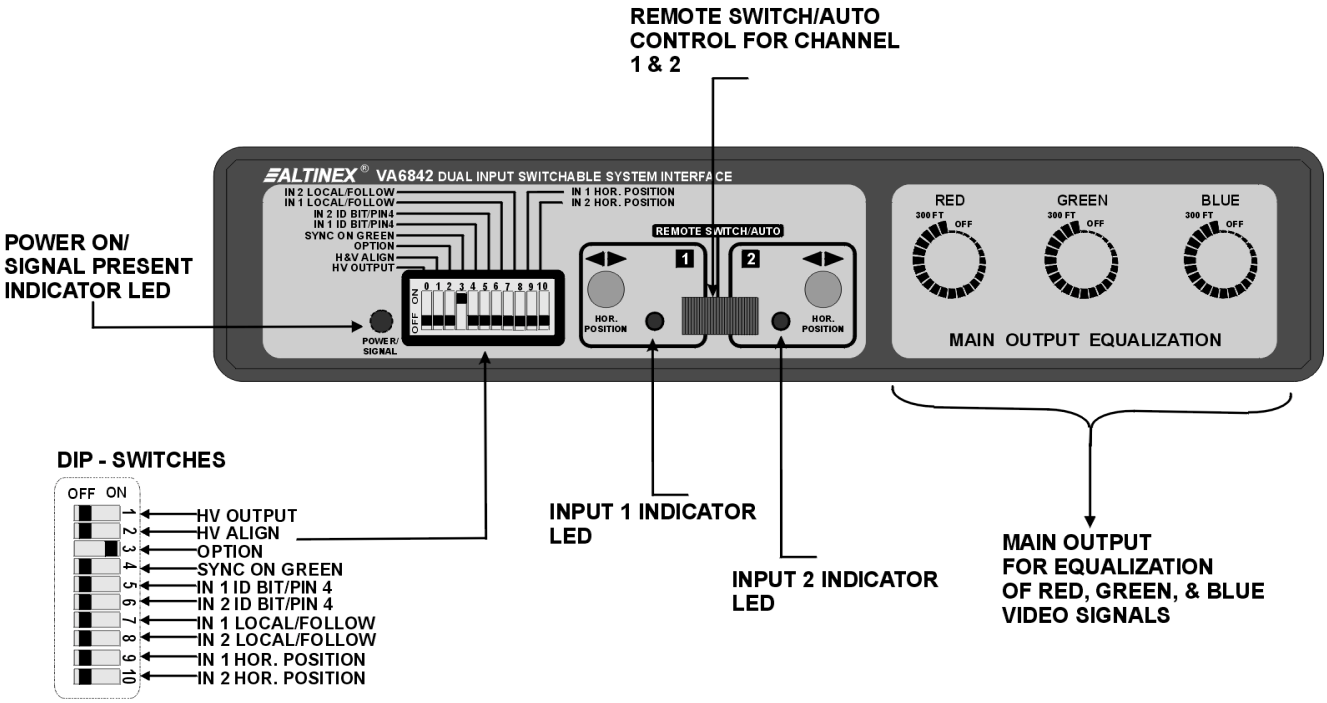
4.10 EQUALIZATION

The **VA6842** has a high bandwidth allowing high-resolution signals to pass through the unit without attenuation for a long run. For cable runs longer than 100ft, the signal attenuates at medium and/or high frequency. To correct this cable attenuation problem, the **VA6842** is equipped with a feature called Equalization/Peaking on the front panel for each video signal: red, green, and blue. These channels can be equalized individually. Starting from step one on the dial, equalization can be increased to step E for longer cable lengths in increments of 25ft with a slotted screw driver. Before increasing to the next level, check the sharpness of the picture on the display. If the picture is sharp enough do not increase it to the next level.

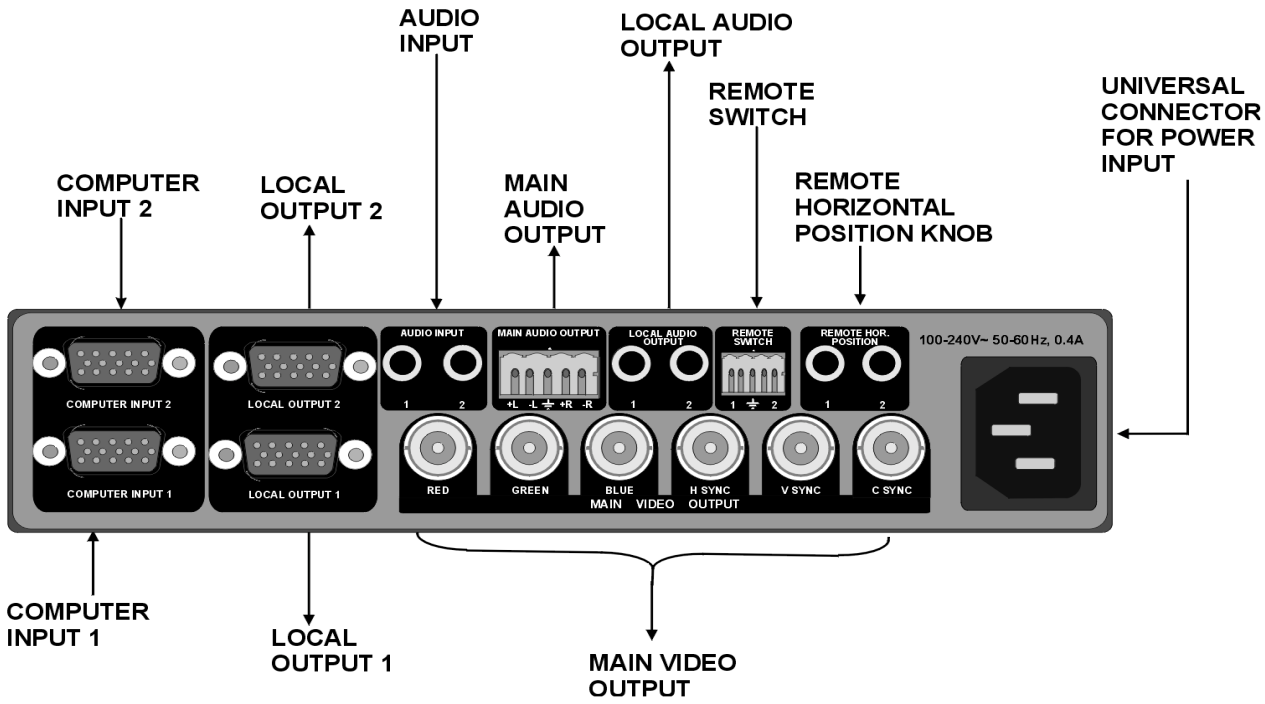
With a high quality of output cables and a strong input signal, the **VA6842** can drive signals up to 350ft with minimal loss of the signal quality.

VA6842 DESCRIPTION (CON'T) 4

FRONT PANEL



BACK PANEL



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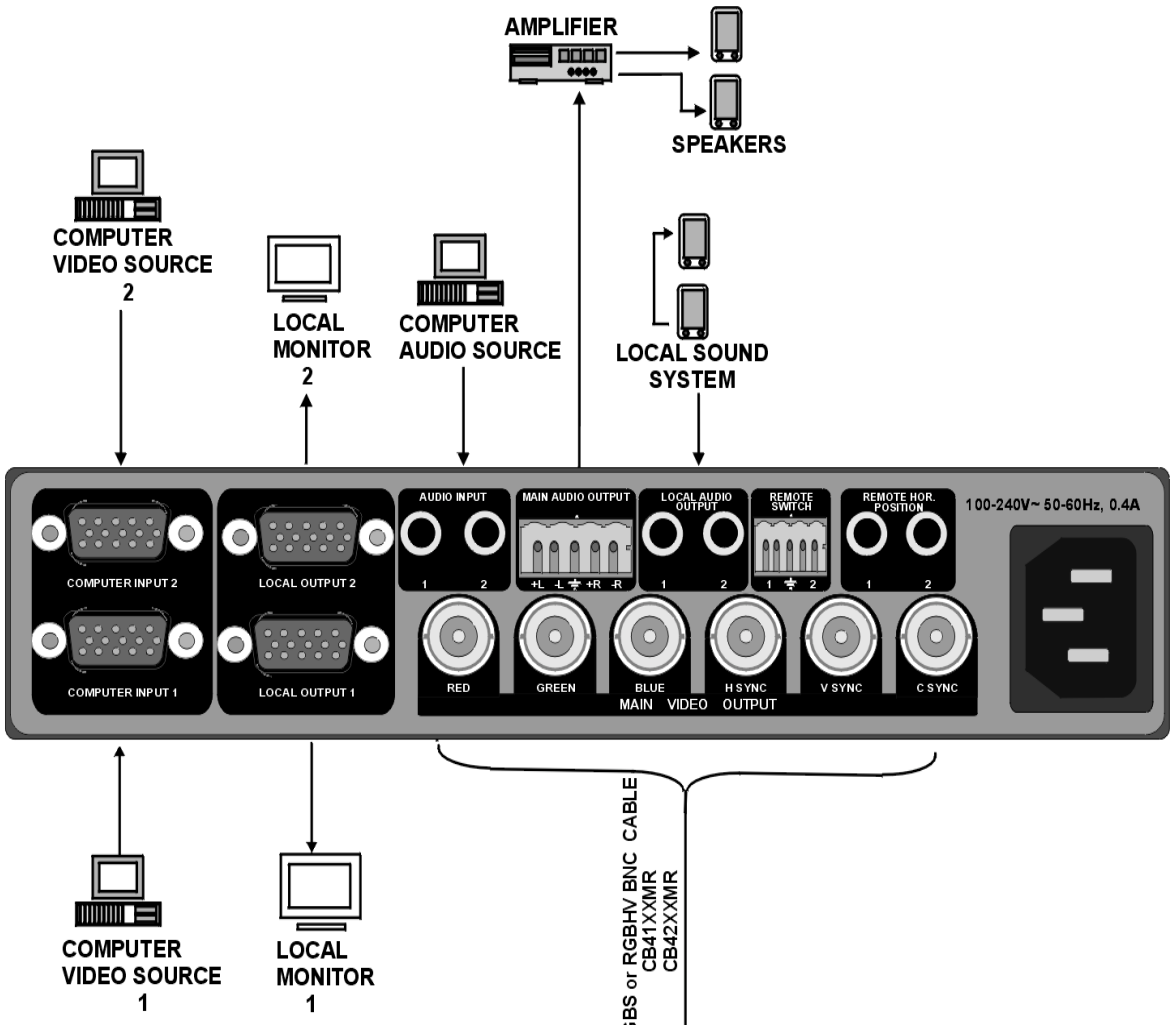
APPLICATION DIAGRAM 5



	AUDIO	VIDEO
SOURCE	Audio input cable is available from ALTINEX Audio (3.5mm) cable part # CB102-SMM0006SMM	Video input cable is available from ALTINEX MS8122CA for MAC pack MS8124CA for SUN pack MS8126CA for VGA pack MS8128CA for SGI pack
LOCAL MONITOR	Audio input cable is available from ALTINEX Audio (3.5mm) cable part # CB102-SMM0006SMM	Video input cable is available from ALTINEX MS8121CA for MAC pack MS8123CA for SUN pack MS8125CA for VGA pack MS8127CA for SGI pack

INSTALLING YOUR INTERFACE 6

Step 1. Please attach the **VA6842** Interface on the rack using the provided rack mount hardware or using the optional **TM Series** ALTINEX mounting brackets, through two screens on each side of the **VA6842**.

Step 2. Using the provided power cable for your country of usage, connect the power input IEC connector to the AC wall outlet. The power supply used in the **VA6842** is universal so it can accept from 100 VAC to 240 VAC 50/60Hz. It is not necessary to change any of the settings on the **VA6842**, though, if the voltage is changed, the power-input cable should be adjusted to match the AC outlet of the country of usage. The LED on the front and back panel of the **VA6842** will light GREEN if the appropriate input signal is present.

Step 3. Connect the power cord, pushing it in gently but firmly. The power indicator light on the front panel of the **VA6842** should turn on.

Step 4. Connect one end of the input cable to the video output of the computer and the other end to the 15-pin HD input connector of the **VA6842**. Repeat this step if two computers are to be interfaced.

Step 5. Connect a cable from a local monitor to the 15-pin HD Local Monitor Output connector of the interface. Repeat this step for a second local monitor if two computers are to be interfaced. It is not necessary to terminate this output with a termination plug if a local monitor is not attached.

Step 6. Connect one end of an output cable to the main output's BNC connectors of the **VA6842**. Connect the other end to the RGB input on the projector, or presentation monitor. One can use either a 4 BNC or 5 BNC coaxial cable depending on whether the system is designed as RGBS or RGBHV. Please note that if the projector has a 15-pin HD connector, five BNC to 15-pin HD cables (part # **MS8102CA**) are available from ALTINEX.

Step 7. Make sure that the dip-switches are properly set according to Section 7.

Step 8. Please adjust the Horizontal position of the image as described in Section 4.5.

Note: <u>If your computer and display device is turned on and you see a good clear image, you have successfully interfaced your computer with the video display.</u>

OPERATION 7

In most cases no adjustments are necessary to obtain a high quality picture on the display; however, dip-switches located on the front panel should be set for certain types of input and output signals. The factory default settings are shown below in Table 7. The **VA6842** will operate successfully as long as cables are attached properly and all technical specifications of input and operating environment are maintained.

DIP SWITCH	OFF	ON
H&V ALIGN	X	
HV OUTPUT	X	
OPTION	X	
SYNC ON GREEN		X
IN 1 ID BIT/PIN4	X	
IN 2 ID BIT/PIN4	X	
IN 1 LOCAL/FOLLOW	X	
IN 2 LOCAL/FOLLOW	X	
IN 1 HOR. POSITION	X	
IN 2 HOR. POSITION	X	

Table 7. Dip-switch default settings

7.1 SYNC ON GREEN OUTPUT SWITCH

Often systems that use large matrix switchers are designed to switch signals in RGsB format. In these types of systems, the ability of the **VA6842** to output the sync signal on the green signal can be very useful. It is important to know that the **VA6842** will not separate sync from the green signal if the input is RGsB. It will simply amplify the RGsB and pass it through. It will combine the sync signal with the green video signal when the Sync on Green dip-switch is in the ON position, regardless of whether the input sync is RGBS or RGBHV. If the desired output is RGBS or RGBHV, then leave the Sync on Green dip-switch in the OFF position.

7.2 HORIZONTAL DELAY REMOVAL (CH1 & CH2)

The **VA6842** offers the ability to bypass horizontal delay. This may be necessary when interfacing with projectors or monitors with sensitive sync inputs, particularly with LCD projectors. By setting the appropriate dip switch for Input 1 or Output 2 to the ON position, the **VA6842** will output the same type of sync signal as is being fed into it from the source. In this setting, Horizontal position control of the **VA6842** is disabled and any adjustments to the image position must be done at the monitor or projector. If the *CH1 Horizontal Delay* dip-switch is in the OFF position, then the horizontal position of the image can be adjusted through the Horizontal Position Control knob located on the front panel. Similarly, one can only adjust the position of the image on the display for Input 2 using the Horizontal position control knob when the *CH2 Horizontal Delay* switch is in the OFF position.

7.3 I.D. BIT SWITCH 1& 2

Many computers use ID Bits or “Sense Pins” to recognize that a monitor has been connected to its video output port. Often, these ID Bits will allow the computer to recognize what type of monitor is connected in terms of its scan rate compatibility. When the ID Bit switch is in the ON position, the **VA6842** allows the main ID Bit (pin 4 on the input connector) to be connected to the Ground signal.

This is used primarily when interfacing laptop computers to imitate the presence of a local monitor. Typically, this recognition will take place during the boot up stage. If your Interface does not output video on the display, then place this switch in the ON position and reboot the computer. When left in the OFF position, this ID Bit will be passed through to the local monitor output port.

7.4. LOCAL 1 & 2/ FOLLOW

This feature allows the user to send computer signals to both local output 1 and local output 2. If you set the 7-position dip-switch on the front panel of the **VA6842** to the ON position (IN1 LOCAL/FOLLOW), local outputs 1 & 2 will transmit signals from computer input 1. Also local output 1 & 2 will have input signals from Audio input 1. If you set the 8-position dip-switch on the front panel of the unit to the ON position (IN2 LOCAL/FOLLOW), local outputs 1 & 2 will transmit signals from computer input 2. Local Audio output 1 & 2 will send input signals from Audio input 2.

ACCESSORIES 8

Model No.	Description
RACK MOUNT ACCESSORIES	
DA1293SX	Rack/Wall Shelf fits two **VA6842** units side by side
DA1294SX	Rack/Wall mount ears for single **VA6842**
TABLE MOUNT BRACKETS	
TM1271	1U High, ½ Rack-Wide
TM1272	1U High, ½ Rack-Wide with 15-pin HD connector plate
TM1273	1U High, ½ Rack-Wide with snap-in connectors
TM1274	1U High, ½ Rack-Wide with snap-in & POWER connectors

Input cable Local Monitor Cables and Output Cables must be ordered separately from following list.

Model No.	Description
INPUT/LOCAL MONITOR CABLES	
MS8121CA/ MS8151CA/ MS861CA	MAC Local Monitor Cable
MS8122CA/ MS8152CA/ MS8162CA	MAC Input Cable
MS8123CA/ M18153CA/ MS8163CA	SUN/SGI Local Monitor Cable
MS8124CA/ MS8154CA/ MS8164CA	SUN/SGI Input Cable
MS8125CA/ MS8155CA/ MS8165CA	VGA Local Monitor Cable
MS8126CA/ MS8156CA/ MS8166CA	VGA Input Cable
MS8129CA/ MS8159CA/ MS8169CA	5 BNC Input/Local Monitor Cable

4 BNC TO 4 BNC COAXIAL CABLE	
CB4103MR	3 feet, 4 BNC to 4 BNC coaxial cable
CB4106MR	6 feet, 4 BNC to 4 BNC coaxial cable
CB4112MR	12 feet, 4 BNC to 4 BNC coaxial cable
CB4125MR	25 feet, 4 BNC to 4 BNC coaxial cable
CB4150MR	50 feet, 4 BNC to 4 BNC coaxial cable
CB4175MR	75 feet, 4 BNC to 4 BNC coaxial cable
CB41100MR	100 feet, 4 BNC to 4 BNC coaxial cable
CB41150MR	150 feet, 4 BNC to 4 BNC coaxial cable
5 BNC TO 5 BNC COAXIAL CABLE	
CB4203MR	3 feet, 5 BNC to 5 BNC coaxial cable
CB4206MR	6 feet, 5 BNC to 5 BNC coaxial cable
CB4212MR	12 feet, 5 BNC to 5 BNC coaxial cable
CB4225MR	25 feet, 5 BNC to 5 BNC coaxial cable
CB4250MR	50 feet, 5 BNC to 5 BNC coaxial cable
CB4275MR	75 feet, 5 BNC to 5 BNC coaxial cable
CB42100MR	100 feet, 5 BNC to 5 BNC coaxial cable
CB42150MR	150 feet, 5 BNC to 5 BNC coaxial cable

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FAQ (FREQUENTLY ASKED QUESTIONS) 9

No:	Question	Answer
1.	When and why do I need to use the Horizontal Position Adjustment knob?	If you have multiple computers connected to a single display through the **VA6842**, this control will be useful to adjust the horizontal position of the image for each of the inputs. This control knob is only active when the CH1 Horizontal Delay & CH2 Horizontal Delay dip-switches are in the OFF position for each of the inputs.
2.	When and why would I use the SYNC ON GREEN dip-switch, although the unit does not separate SYNC from GREEN?	The **VA6842** does not separate the SYNC signal from GREEN. It will combine Sync with Green Video, when the SYNC ON GREEN switch is in the ON position. So, if the desired output is in RGsB format, then put this dip-switch in the ON position.
3.	What is Horizontal Delay and why is this function needed?	This function may be necessary when interfacing with a projector/monitor with sensitive sync input, or particularly with LCD projectors. When the Horizontal Delay is in the ON position, the output will have the same type of Sync as the source.
4.	Why is there balanced input and unbalanced output?	If you use the **VA6842** for a distance of less than 500 ft with an output cable, there is no need to have balanced input and balanced output. If balanced audio input is fed into the **VA6842** Interface, the unbalanced audio output will provide a good signal quality.

TROUBLESHOOTING GUIDE 10

- The Power LED should be ON, when the correct voltage is applied to the **VA6842** Interface.
- Make sure that the cables have the correct pin-outs and the connection and quality of the cables are good.
- Make sure that the source and display are scan-rate compatible. The projector or monitor should support an appropriate signal format (RGsB, RGBS or RGBHV). Connect a projector or monitor directly to the computer with a shorter cable to verify the compatibility of the display and source.
- When adjusting the Horizontal position of the image, check to see if the CH1 HORIZONTAL DELAY or the CH2 HORIZONTAL DELAY switch is in the OFF position.
- Verify that the position of the INPUT SELECTION switch is in the proper position.

  Please check the status of the LED next to the INPUT SELECTION switch on the front panel and make sure that it is in the ON position for the active input.

ALTINEX POLICY 11

11.1 LIMITED WARRANTY

ALTINEX warrants that its products and cables are free from defects in materials under normal use and service. This warranty is limited to repairing at company's factory any part or parts of the product, which upon company's examination shall disclose to be, thus defective. Products considered defective should be returned to company with transportation charges pre-paid within 2 years (90 days for cables) from date of shipment to the purchaser. The warranty is expressly instead of all other warranties expressed or implied. ALTINEX neither assumes nor authorizes any other person to assume for it any other liability concerning the sale of the products. This warranty shall not apply to any product that shall have been repaired or altered outside of company's factory in any way so as, in its judgment, to affect its stability or reliability, or that has been subject to misuse, negligence or accident.

11.2 RETURN POLICY

It is very important to ALTINEX that you receive the products that you have ordered and that this product fulfills your need. In the unlikely event, that an ALTINEX product needs to be returned please follow the policies below:

ALTINEX will accept product returns for a period of 30 days from authorized ALTINEX dealers. Products should be returned in an unopened package.

If the product has been opened, the restocking fees will apply. For the restocking fee amount, please contact an ALTINEX Sales Representative.

If the product is in your possession for more than 30 days, the restocking fees will apply.

ALTINEX will not accept any returns on cables or custom products.

If your product is in warranty and needs service, contact the ALTINEX Sales Department for an RMA (Return Material Authorization). Products returned without an RMA number may experience a delay in service.

If your product is out of warranty and needs service, contact the ALTINEX Sales Department for an RMA (Return Material Authorization). Products returned without an RMA number may experience a delay in service. The service charges will be quoted to you before actual repairs are done.

11.3 CONTACT INFORMATION

Sales Department
Phone: 714-990-2300
Fax: 714-990-3303