

U-TAP Series

HDMI or SDI to USB Mini-Converter



Installation and Operation Guide

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Telephone	+1.530.271.3190
FAX	+1.530.271.3140
Web	http://www.aja.com
Support Email	support@aja.com
Sales Email	sales@aja.com

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Chapter 1 – Introduction



Overview

AJA's U-TAP Mini-Converter series provides video professionals with inexpensive, extremely compact devices that convert an HDMI 1.4a or 3G-SDI video stream to USB 3.0. U-TAP accepts up to 1920x1080 HDMI or SDI inputs ranging from 23.98 fps up to 60 fps. The input signal is automatically scaled (if necessary) to the output size determined by the host application.

The USB 3.0 interface provides enough bandwidth for full broadcast-quality video and audio, available if the host environment can support that bandwidth. U-TAP is powered via the USB 3.0 connection with no need for an additional power supply, minimizing cabling and maximizing portability.

NOTE: U-TAP is compatible with standard UVC video/UAC audio drivers, which means wide USB support by OS X and Windows operating systems, with no need to install special drivers, and can work directly with a broad range of video applications (for example, VLC or QuickTime player).

Two models of U-TAP are available, each with different input capabilities.

U-TAP Features

- One USB 3.0 port
- 8-bit video support
- 2-Channel embedded audio support
- Rugged compact size
- Power via USB

U-TAP-HDMI Models

- One HDMI v1.4a input

NOTE: U-TAP does not support HDCP.

U-TAP-SDI Models

- One 3G-SDI BNC input
- One 3G-SDI BNC looping output

Video Signal Formats

The Video Signal Formats supported by U-TAP are listed in Appendix A: Specifications (see page 11).

U-TAP Firmware

The latest U-TAP-HDMI and U-TAP-SDI firmware is installed on the units before shipment. The firmware can be updated using a downloadable zip file for either PC or Mac that includes readme instructions and all the required files.

Simplified Block Diagrams

Figure 1. U-TAP-HDMI Block Diagram

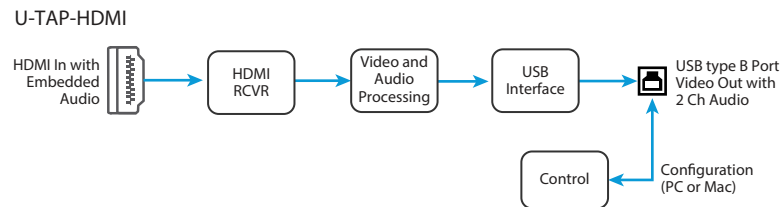
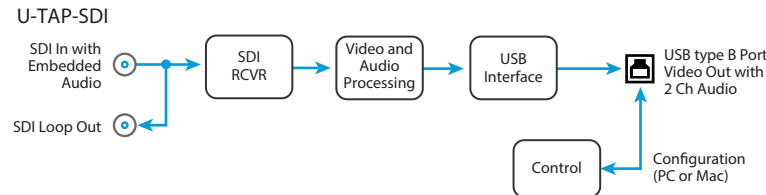


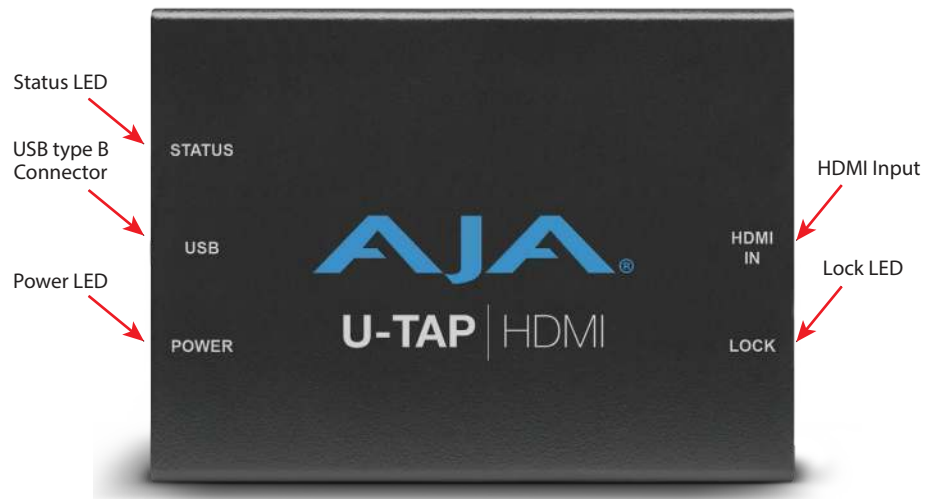
Figure 2. U-TAP-SDI Block Diagram



Cable Connections

U-TAP connections are made directly to the unit's connectors located on each side. LEDs also report various statuses by color.

Figure 3. U-TAP-HDMI Connectors and LEDs (on Each Side)



Status LED

- Off = not connected
- Red = USB connected to a USB 2.0 port
- Green = USB connected to a USB 3.0 port
- Blinking = U-TAP is streaming video, audio, or both

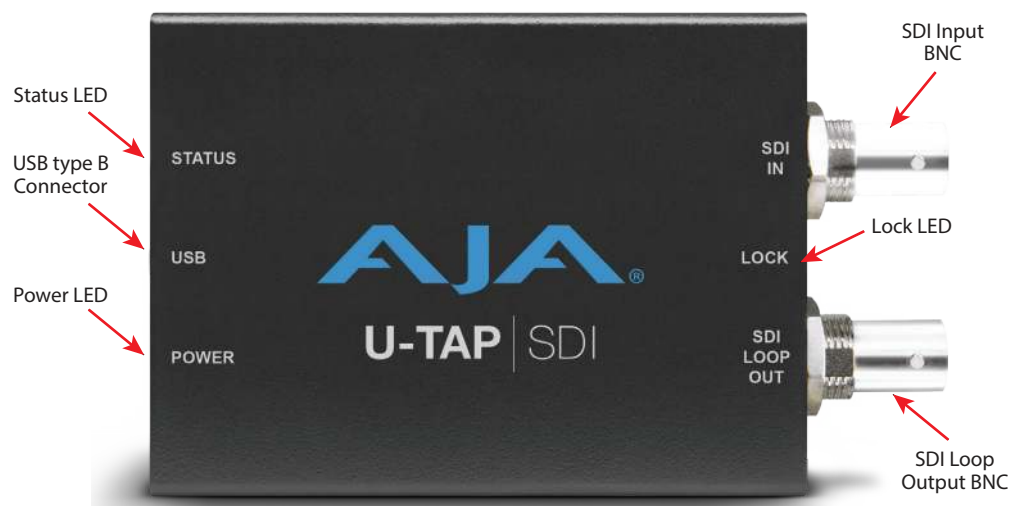
Power LED

- Off = no power
- Green = power present

U-TAP HDMI LOCK LED

- Off = not locked to source video
- Green = locked to SD video source
- Red = locked to HD video source

Figure 4. U-TAP-SDI Connectors and LEDs (on Each Side)



Status LED

- Off = not connected
- Red = USB connected to a USB 2.0 port
- Green = USB connected to a USB 3.0 port
- Blinking = U-TAP is streaming video, audio, or both

Power LED

- Off = no power
- Green = power present

U-TAP SDI LOCK LED

- Off = not locked to source video
- Green = locked to 270Mbps source
- Red = locked to 1.5Gbps video source
- Amber = locked to 3Gbps video source

In This Manual

Chapter 1 is the introduction listing features, box contents, and general information.

Chapter 2 provides instructions for installation.

Chapter 3 provides basic operational information.

Appendix A presents a list of technical specifications for the product.

Appendix B contains relevant Safety & Compliance information.

Chapter 2 – Installation

Unpacking U-TAP

As you unpack U-TAP, carefully examine the unit to ensure that nothing was damaged during shipment. If you find any damage, immediately notify the shipping service and supply them with a complete description of the damage. AJA will repair or replace damaged units. If you find shipping damage, contact your AJA dealer or distributor for details on how to have your U-TAP repaired or replaced.

Save packing materials and the shipping box. If you ever require service or move your system—use the packaging materials and box for safe shipment.

After you unpack your U-TAP, go to the AJA website to download the latest software package and updated documentation. You will need a USB cable to connect to your computer.

Installation Overview

The installation and setup of U-TAP is very simple. The steps of installation and configuration are discussed here and summarized as follows:

1. Unpack the shipping box (see above).
2. Ensure that appropriate application software is installed on your USB equipped computer, as detailed in its user documentation.
3. Connect the U-TAP USB output port to your computer, using the provided cable. The U-TAP is powered through the USB 3.0 port.

NOTE: The first time U-TAP is connected to a computer extra time may be required for the OS to access and configure the appropriate drivers. On Windows machines could take from 3 to 5 minutes. On Macs this time should be much shorter. Each OS should report successful driver installation. Subsequent U-TAP USB connections should occur immediately.

4. Connect the SDI or HDMI input to your source device.
5. U-TAP will now be operational, automatically detecting the input signal format and decoding the video (and two channels of embedded audio if present) to the USB output.

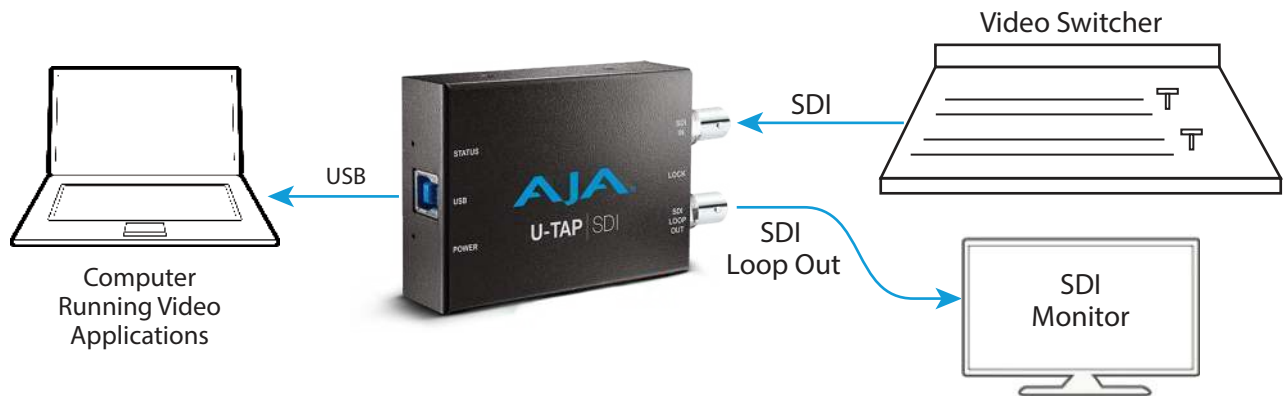
NOTE: Connecting multiple U-TAPs could compromise power delivery, and excessive USB bus traffic (from another U-TAP or other devices sharing that USB bus) can reduce the computer's performance.

6. Launch your video application on the connected computer and use its UI controls to access the video and audio being converted by U-TAP. For example:
 - For VLC, go to Media/Open Capture device, and select U-TAP.
 - For QuickTime Player, go to File menu, click New Movie Recording, and select U-TAP using the down arrow next to the record button.

Figure 5. Typical U-TAP-HDMI Laptop System Connections



Figure 6. Typical U-TAP-SDI Laptop System Connections



Firmware Update Procedure

U-TAP firmware and updater .zip files are available for download from the AJA website:

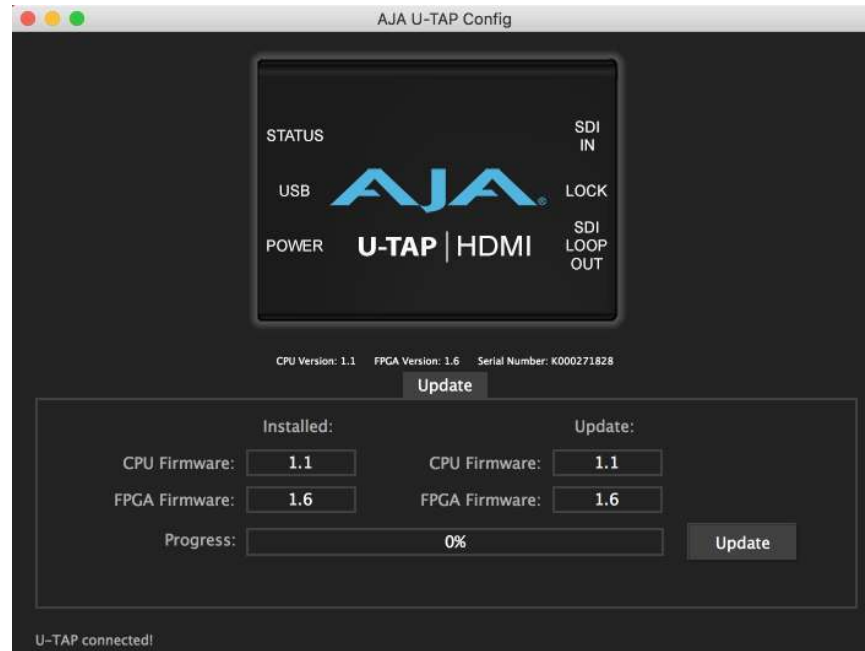
1. Download from the AJA website the free AJA_U-TAP.zip package for your computer operating system.
 - AJA_U-TAP_Win_.zip. or
 - AJA_U-TAP_Mac_.zip
2. Extract the .zip file on your computer.
3. Connect the U-TAP Mini-Converter to your computer with the provided USB 3 cable.

NOTE: Only one U-TAP should be connected to your computer when updating firmware.

4. Run the .dmg or .exe file and install the Updater application.
5. Launch the AJA U-TAP Updater application. If a connected U-TAP is found, a window opens reporting the current firmware versions installed and the versions available for update.

NOTE: If a U-TAP is not detected, a No Module Connected message is displayed.

Figure 7. U-TAP Updater Screen



6. Click on the Update button to update the U-TAP firmware.
7. A progress bar will report the progress of each firmware update.

NOTE: Macs typically require 2 or 3 minutes to install the U-TAP firmware. Windows machines typically install the U-TAP firmware in about a minute.

8. When complete, a message indicates the U-TAP must be rebooted.
9. Reboot the U-TAP by disconnecting and reconnecting the USB cable.
10. Your U-TAP will now be operational with the new firmware.

Chapter 3 – Operation

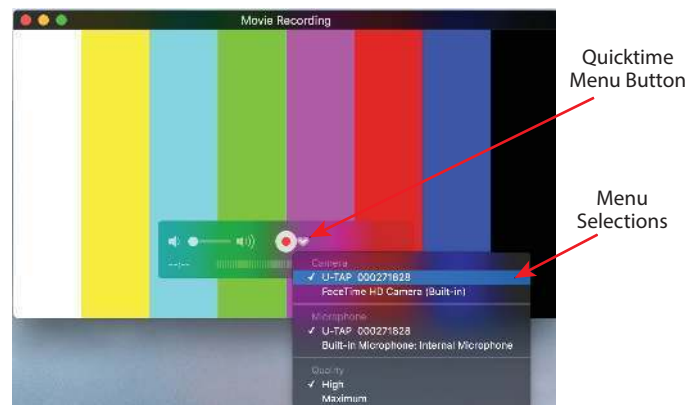
Introduction

Once installed, U-TAP operation depends on the application being used, and often can be extremely simple. U-TAP works with each application using the standard signal routing methods used by that application.

Quicktime Operation

As an example, for QuickTime operation on Mac OS, simply launch QuickTime, click on the menu button next to the record button, and then select the desired U-TAP and signal sources.

Figure 8. Quicktime U-TAP Operation



Multiple U-TAP Mini-Converters can be connected to the computer simultaneously. Each U-TAP unit is given a uniquely numbered name before shipment from the factory.

Appendix A – Specifications

U-TAP HDMI Specifications

Video Formats

Video (HDMI)

- (HD) 1920 x 1080p 23.98, 24, 25, 29.97, 30, 50, 59.94, 60
- (HD) 1920 x 1080i 25, 29.97, 30
- (HD) 1280 x 720p 50, 59.94, 60
- (SD) 625p 25
- (SD) 625i 25
- (SD) 525p 29.97
- (SD) 525i 29.97

Computer (HDMI), up to 60 Hz max for all formats

- 1920 x 1080p
- 1680 x 1050p
- 1600 x 1200p
- 1600 x 1024p
- 1280 x 1024p
- 1280 x 960p
- 1280 x 768p
- 1024 x 768p
- 800 x 600p
- 640 x 480p

Scaled (USB), Frame rates for all formats: 7.5, 15, 25, 29.97, 30, 50, 59.94, 60

- 1920 x 1080p
- 1440 x 1080p
- 1280 x 720p
- 1024 x 576p
- 960 x 540p
- 856 x 480p
- 800 x 600p
- 768 x 576p
- 720 x 576p
- 720 x 480p
- 640 x 480p
- 640 x 360p
- 432 x 240p
- 352 x 288p
- 320 x 240p
- 176 x 144p

Video Input Digital

- HDMI v1.4a, 24, 30, or 36 bits/pixel, RGB or YUV

Audio Input Digital

- 2-Channel, 24-bit HDMI embedded audio, 48 kHz sample rate

Capture Video

- 16-bits/pixel, YUV (input video will be truncated as required)

Capture Audio

- 2-Channel, 16-bit, 48 kHz sample rate (input audio will be truncated as required)

Host Interface

- USB 3.0/USB 2.0 UVC/UAC compliant

Size (w x d x h)

- 3.3" x 2.4" x 1.0" (84mm x 61mm x 25mm)

Weight

- 0.3 lbs (0.2 kg)

Power

- 5V USB bus powered; 3.5W max

Environment

- Safe Operating Temperature: 0 to 40 degrees C (32 to 104 degrees F)
- Safe Storage Temperature (Power OFF): -40 to 60 degrees C (-40 to 140 degrees F)
- Operating Relative Humidity: 10-90% noncondensing
- Operating Altitude: <3,000 meters (<10,000 feet)

U-TAP SDI Specifications

Video Formats

Video (SDI)

- (HD) 1920 x 1080p 23.98, 24, 25, 29.97, 30, 50, 59.94, 60
- (HD) 1920 x 1080i 25, 29.97, 30
- (HD) 1280 x 720p 50, 59.94, 60
- (SD) 625i 25
- (SD) 525i 29.97

Scaled (USB), Frame rates for all formats: 7.5, 15, 25, 29.97, 30, 50, 59.94, 60

- 1920 x 1080p
- 1440 x 1080p
- 1280 x 720p
- 1024 x 576p
- 960 x 540p
- 856 x 480p
- 800 x 600p
- 768 x 576p
- 720 x 576p
- 720 x 480p
- 640 x 480p

- 640 x 360p
- 432 x 240p
- 352 x 288p
- 320 x 240p
- 176 x 144p

Video Input Digital

- 3G-SDI, SMPTE-259/292/424, YCbCr 4:2:2 (1 x BNC)

Video Loop Output

- 1 x 3G-SDI (1 x BNC)

Audio Input Digital

- 2-Channel, 24-bit SDI embedded audio, 48 kHz sample rate

Capture Video

- 16-bits/pixel, YUV (input video will be truncated as required)

Capture Audio

- 2-Channel, 16-bit, 48 kHz sample rate (input audio will be truncated as required)

Host Interface

- USB 3.0/USB 2.0 UVC/UAC compliant

Size (w x d x h)

- 4.1" x 2.4" x 1.0" (103 mm x 61mm x 25mm)

Weight

- 0.3 lbs (0.2 kg)

Power

- 5V USB bus powered; 4W max

Environment

- Safe Operating Temperature: 0 to 40 degrees C (32 to 104 degrees F)
- Safe Storage Temperature (Power OFF): -40 to 60 degrees C (-40 to 140 degrees F)
- Operating Relative Humidity: 10-90% noncondensing
- Operating Altitude: <3,000 meters (<10,000 feet)

Appendix B – Safety and Compliance

Federal Communications Commission (FCC) Compliance Notices

Class A Interference Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15, Subpart B 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.

FCC Caution

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.

Canadian ICES Statement

Canadian Department of Communications Radio Interference Regulations

This digital apparatus does not exceed the Class A limits for radio-noise emissions from a digital apparatus as set out in the Radio Interference Regulations of the Canadian Department of Communications. This Class A digital apparatus complies with Canadian ICES-003.

Règlement sur le brouillage radioélectrique du ministère des Communications

Cet appareil numérique respecte les limites de bruits radioélectriques visant les appareils numériques de classe A prescrites dans le Règlement sur le brouillage radioélectrique du ministère des Communications du Canada. Cet appareil numérique de la Classe A est conforme à la norme NMB-003 du Canada.

European Union and European Free Trade Association (EFTA) Regulatory Compliance

This equipment may be operated in the countries that comprise the member countries of the European Union and the European Free Trade Association. These countries, listed in the following paragraph, are referred to as The European Community throughout this document:

AUSTRIA, BELGIUM, BULGARIA, CYPRUS, CZECH REPUBLIC, DENMARK, ESTONIA, FINLAND, FRANCE, GERMANY, GREECE, HUNGARY, IRELAND, ITALY, LATVIA, LITHUANIA, LUXEMBOURG, MALTA, NETHERLANDS, POLAND, PORTUGAL, ROMANIA, SLOVAKIA, SLOVENIA, SPAIN, SWEDEN, UNITED KINGDOM, ICELAND, LICHTEINSTEIN, NORWAY, SWITZERLAND

Declaration of Conformity

Marking by this symbol indicates compliance with the Essential Requirements of the EMC Directive of the European Union 2004/108/EC.



This equipment meets the following conformance standards:

Safety

EN 60065: 2002 + A1: 2006 + A11: 2008 + A2: 2010 + A12: 2011 (GS License)

IEC 60065: 2001 + A1: 2005 + A2: 2010 (CB Scheme Report/Certificate)

Additional licenses issued for specific countries available on request.

Emissions

EN 55032: 2012, CISPR 22: 2008

Immunity

EN 55103-2: 2009

EN 55103-2: 2009, EN 61000-4-2:2009, EN 61000-4-3:2006 +A1:2008 +A2:2010,

EN 61000-4-4:2004 +A1:2010, EN 61000-4-6:2009

Environments: E2, E3 and E4

The product is also licensed for additional country specific standards as required for the International Marketplace



Warning! This is a Class A product. In a domestic environment, this product may cause radio interference, in which case, the user may be required to take appropriate measures.

Achtung! Dieses ist ein Gerät der Funkstörgrenzwertklasse A. In Wohnbereichen können bei Betrieb dieses Gerätes Rundfunkstörungen auftreten, in welchen Fällen der Benutzer für entsprechende Gegenmaßnahmen verantwortlich ist.

Attention! Ceci est un produit de Classe A. Dans un environnement domestique, ce produit risque de créer des interférences radioélectriques, il appartiendra alors à l'utilisateur de prendre les mesures spécifiques appropriées..

Recycling Notice



This symbol on the product or its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste for recycling, please contact your local authority, or where you purchased your product.

Korea KCC Compliance Statement

A급 기기 (업무용 방송통신기자재)	이 기기는 업무용(A급) 전자파적합기기로서 판매자 또는 사용자는 이 점을 주의하시기 바라며, 가정외의 지역에서 사용하는 것을 목적으로 합니다.
Class A (Broadcasting Communication Equipment for Office Use)	As an electromagnetic wave equipment for office use (Class A), this equipment is intended to use in other than home area. Sellers or users need to take note of this.

Taiwan Compliance Statement

警告使用者：
這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

This is a Class A product based on the standard of the Bureau of Standards, Metrology and Inspection (BSMI) CNS 13438, Class A. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Japanese Compliance Statement

この装置は、クラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。 VCCI-A

This is a Class A product based on the standard of the VCCI Council (VCCI V-3/2015.04). If this equipment is used in a domestic environment, radio interference may occur, in which case, the user may be required to take corrective actions.

Translated Warning and Caution Messages

The following caution statements, warning conventions, and warning messages apply to this product and manual.



Warning Symbol



Caution Symbol

Before Operation Please Read These Instructions



Warning! Read and follow all warning notices and instructions marked on the product or included in the documentation.

Avertissement! Lisez et conformez-vous à tous les avis et instructions d'avertissement indiqués sur le produit ou dans la documentation.

Warnung! Lesen und befolgen Sie die Warnhinweise und Anweisungen, die auf dem Produkt angebracht oder in der Dokumentation enthalten sind.

¡Advertencia! Lea y siga todas las instrucciones y advertencias marcadas en el producto o incluidas en la documentación.

Aviso! Leia e siga todos os avisos e instruções assinalados no produto ou incluídos na documentação.

Avviso! Leggere e seguire tutti gli avvisi e le istruzioni presenti sul prodotto o inclusi nella documentazione.



Warning! Do not use this device near water and clean only with a dry cloth.

Avertissement! N'utilisez pas cet appareil près de l'eau et nettoyez-le seulement avec un tissu sec.

Warnung! Das Gerät nicht in der Nähe von Wasser verwenden und nur mit einem trockenen Tuch säubern.

¡Advertencia! No utilice este dispositivo cerca del agua y límpielo solamente con un paño seco.

Aviso! Não utilize este dispositivo perto da água e limpe-o somente com um pano seco.

Avviso! Non utilizzare questo dispositivo vicino all'acqua e pulirlo soltanto con un panno asciutto.



Warning! Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.

Avertissement! Ne bloquez aucune ouverture de ventilation. Suivez les instructions du fabricant lors de l'installation.

Warnung! Die Lüftungsöffnungen dürfen nicht blockiert werden. Nur gemäß den Anweisungen des Herstellers installieren.

¡Advertencia! No bloquee ninguna de las aberturas de la ventilación. Instale de acuerdo con las instrucciones del fabricante.

Aviso! Não obstrua nenhuma das aberturas de ventilação. Instale de acordo com as instruções do fabricante.

Avviso! Non ostruire le aperture di ventilazione. Installare in conformità con le istruzioni del fornitore.



Warning! Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

Avertissement! N'installez pas l'appareil près d'une source de chaleur telle que des radiateurs, des bouches d'air de chauffage, des fourneaux ou d'autres appareils (amplificateurs compris) qui produisent de la chaleur.

Warnung! Nicht in der Nähe von Wärmequellen wie Heizkörpern, Heizregistern, Öfen oder anderen Wärme erzeugenden Geräten (einschließlich Verstärkern) aufstellen.

¡Advertencia! No instale cerca de fuentes de calor tales como radiadores, registros de calor, estufas u otros aparatos (incluidos amplificadores) que generan calor.

Aviso! Não instale perto de nenhuma fonte de calor tal como radiadores, saídas de calor, fogões ou outros aparelhos (incluindo amplificadores) que produzam calor.

Avviso! Non installare vicino a fonti di calore come termosifoni, diffusori di aria calda, stufe o altri apparecchi (amplificatori compresi) che emettono calore



Warning! Unplug this device during lightning storms or when unused for long periods of time.

Avertissement! Débranchez cet appareil pendant les orages avec éclairs ou s'il est inutilisé pendant de longues périodes.

Warnung! Das Gerät ist bei Gewitterstürmen oder wenn es über lange Zeiträume ungenutzt bleibt vom Netz zu trennen.

¡Advertencia! Desenchufe este dispositivo durante tormentas eléctricas o cuando no se lo utilice por largos periodos del tiempo.

Aviso! Desconecte este dispositivo da tomada durante trovoadas ou quando não é utilizado durante longos períodos de tempo.

Avviso! Utilizzare soltanto i collegamenti e gli accessori specificati e/o venduti dal produttore, quali il treppiedi e l'esoscheletro.



Warning! Do not open the chassis. There are no user-serviceable parts inside. Opening the chassis will void the warranty unless performed by an AJA service center or licensed facility.

Avertissement! Ne pas ouvrir le châssis. Aucun élément à l'intérieur du châssis ne peut être réparé par l'utilisateur. La garantie sera annulée si le châssis est ouvert par toute autre personne qu'un technicien d'un centre de service ou d'un établissement agréé AJA.

Warnung! Öffnen Sie das Gehäuse nicht. Keine der Geräteteile können vom Benutzer gewartet werden. Durch das Öffnen des Gehäuses wird die Garantie hinfällig, es sei denn, solche Wartungsarbeiten werden in einem AJA-Service-Center oder einem lizenzierten Betrieb vorgenommen.

¡Advertencia! No abra el chasis. El interior no contiene piezas reparables por el usuario. El abrir el chasis anulará la garantía a menos que se lo haga en un centro de servicio AJA o en un local autorizado.

Advertência! Não abra o chassi. Não há internamente nenhuma peça que permita manutenção pelo usuário. Abrir o chassi anula a garantia, a menos que a abertura seja realizada por uma central de serviços da AJA ou por um local autorizado.

Avvertenza! Non aprire lo chassis. All'interno non ci sono parti riparabili dall'utente. L'apertura dello chassis invaliderà la garanzia se non viene effettuata da un centro ufficiale o autorizzato AJA.



Warning! Only use attachments and accessories specified and/or sold by the manufacturer.

Avertissement! Utilisez seulement les attaches et accessoires spécifiés et/ou vendus par le fabricant.

Warnung! Verwenden Sie nur Zusatzgeräte und Zubehör angegeben und / oder verkauft wurde durch den Hersteller.

¡Advertencia! Utilice solamente los accesorios y conexiones especificados y/o vendidos por el fabricante.

Aviso! Utilize apenas equipamentos/acessórios especificados e/ou vendidos pelo fabricante.

Avviso! Utilizzare soltanto i collegamenti e gli accessori specificati e/o venduti dal produttore.



Warning! Refer all servicing to qualified service personnel. Servicing is required when the device 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 device, the device has been exposed to rain or moisture, does not operate normally, or has been dropped.

Avertissement! Référez-vous au personnel de service qualifié pour tout entretien. L'entretien est exigé quand l'appareil a été endommagé de quelque manière que ce soit, par exemple lorsque le cordon d'alimentation ou la prise sont endommagés, que du liquide a été versé ou des objets sont tombés dans l'appareil, que l'appareil a été exposé à la pluie ou à l'humidité, ne fonctionne pas normalement ou est tombé.

Warnung! Das Gerät sollte nur von qualifizierten Fachkräften gewartet werden. Eine Wartung ist fällig, wenn das Gerät in irgendeiner Weise beschädigt wurde, wie bei beschädigtem Netzkabel oder Netzstecker, falls Flüssigkeiten oder Objekte in das Gerät gelangen, das Gerät Regen oder Feuchtigkeit ausgesetzt wurde, nicht ordnungsgemäß funktioniert oder fallen gelassen wurde.

¡Advertencia! Consulte al personal calificado por cuestiones de reparación. El servicio de reparación se requiere cuando el dispositivo ha recibido cualquier tipo de daño, por ejemplo cable o espigas dañadas, se ha derramado líquido o se han caído objetos dentro del dispositivo, el dispositivo ha sido expuesto a la lluvia o humedad, o no funciona de modo normal, o se ha caído.

Aviso! Remeta todos os serviços de manutenção para o pessoal de assistência qualificado. A prestação de serviços de manutenção é exigida quando o dispositivo foi danificado mediante qualquer forma, como um cabo de alimentação ou ficha que se encontra danificado/a, quando foi derramado líquido ou caíram objectos sobre o dispositivo, quando o dispositivo foi exposto à chuva ou à humidade, quando não funciona normalmente ou quando foi deixado cair.

Avviso! Fare riferimento al personale qualificato per tutti gli interventi di assistenza. L'assistenza è necessaria quando il dispositivo è stato danneggiato in qualche modo, ad esempio se il cavo di alimentazione o la spina sono danneggiati, è stato rovesciato del liquido è stato rovesciato o qualche oggetto è caduto nel dispositivo, il dispositivo è stato esposto a pioggia o umidità, non funziona correttamente o è caduto.

Warranty Information

Limited Warranty

AJA Video Systems, Inc. (AJA Video) warrants that the product, not including storage modules, will be free from defects in materials and workmanship for a period of three years from the date of purchase. AJA Video warrants that the storage modules, will be free from defects in materials and workmanship for a period of one year from the date of purchase. If a product proves to be defective during this warranty period, AJA Video, at its option, will either repair the defective product without charge for parts and labor, or will provide a replacement in exchange for the defective product.

To obtain service under this warranty, the Customer must notify AJA Video of the defect before expiration of the warranty period and make suitable arrangements for the performance of service by contacting AJA Video support through the channels set forth on the support contacts web page at <http://www.aja.com/support/index.php>. Except as stated, the Customer shall bear all shipping, packing, insurance and other costs, excluding parts and labor, to effectuate repair. Customer shall pack and ship the defective product to a service center designated by AJA Video, with shipping charges prepaid. AJA Video shall pay to return the product to Customer but only if to a location within the country in which the AJA Video service center is located.

This warranty shall not apply to any defect, failure or damage caused by negligent, inadequate or improper use, handling or maintenance. Without limiting the foregoing, AJA Video shall not be obligated to furnish service under this warranty or repair any damage or malfunction a) resulting from attempts by personnel other than AJA Video representatives to install, repair or service the product, b) resulting from improper use or connection to incompatible equipment, c) caused by the use of non-AJA Video parts or supplies, d) if the product has been modified or integrated with other products when the effect of such a modification or integration increases the time or difficulty of servicing the product, or (e) resulting from being dropped or otherwise subjected to undue force, exposure to moisture or other corrosive or conductive substances, exposure to strong magnetic fields, use with improperly regulated power supplies, exposure to electric shock, use in temperatures outside the specified operating range, or otherwise failing to treat the product in accordance with the standard of care appropriate to sensitive and delicate electronic equipment.

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