

Moog Modular System Warranty

Moog warrants its Modular Systems to be free of defects in materials or workmanship and conforming to specifications at the time of shipment. The Warranty Period on the System 35 and 55 is two years from the date of purchase. The Warranty Period on the Model 15 is thirteen months from date of purchase.

ALL service issues must start with either a phone or email conversation with a Moog Authorized Service Center (MASC). This will help establish the problem and the appropriate next steps.

During the first sixty (60) days of ownership, if it is determined that the problem is with a module, Moog will ship a new module to the customer via ground transportation at Moog's cost and issue a Call Tag for the pick-up of the defective module from the customer covering the cost of the return shipment. Following the initial sixty (60) day ownership period, if there is a module problem at any time throughout the remainder of the Warranty Period, Moog will ship via ground transportation a "like new" or refurbished module to the customer at Moog's cost and issue a Call Tag for the pick-up of the defective module to cover the cost of the return shipment. Should the customer desire expedited service, the customer can pay the difference between standard ground and expedited service and we will ship per the customer's instructions. A valid credit card number must be on file with Moog. If the defective module is not returned to Moog after fifteen days, then Moog will charge the customer for a new module or, if refurbished module was sent then, 10% off of the new module price.

Consumable items such as lamps are not covered by the Warranty. Accidental damage and damage caused by operation of the equipment outside Moog's recommended operating conditions are not covered by this Warranty. This Warranty does not cover problems caused by your acts (or failure to act), the acts of others, or events beyond Moog's reasonable control.

If the MASC Manager determines that your "System" has a problem that an individual module swap cannot solve, then we will send out a service tech to your site or, at Moog's option, pay to ship your System to the MASC. The Warranty covers all parts and labor, but does not cover travel and accommodation expenses if an engineer has to travel more than 75 miles (120 kilometres) to your facility.

Note that service visits to remedy problems found to be caused by user error or the fault of third party equipment will be charged for at Moog's then current service rate.

This Warranty applies to USA purchasers only. Outside the USA the Warranty policy and associated service is determined by the laws of the country of purchase and supported by our local authorized distributor. A listing of our authorized distributors is available on line. The terms of this Warranty are subject to change without notice.

The Warranty Period is thirteen months (Model 15) or two years (System 35, 55) from the date of purchase. **IMPORTANT:** Check the build date of the System located on the serial number label on the back of the unit. If the System was shipped from our factory more than five years prior to the

customer's Date of Purchase, then the unit must be returned, at your expense, to a MASC for refurbishing and System Check prior to Moog honoring the Warranty. Without this, Moog is not obligated to honor a Warranty. This service will be performed at no charge to the customer except for the customer must pay for shipping the unit to and from the MASC. Alternatively, the customer can choose, at his expense, to have a Moog engineer visit the location and perform this service on site.

If the System was purchased outside your country of residence, Warranty service business must be conducted with MASC at Moog's Headquarters in Asheville, NC.

Returning Your Module to Moog

IMPORTANT: Please be careful when removing a module from your System! These modules are designed to be removed from the front of System. However, the cables can and will slide back inside the chassis of the System. If this happens, they can damage other components of the System. Carefully secure the cable so that it does not release into the chassis of the System.

The customer must obtain prior approval in the form of an RMA (Return Material Authorization) number from Moog before returning any module. Click "Customer Service" to request the RMA # via email or call us at (828)251-0090. All modules must be packed carefully. The Warranty will not be honored if the module is not properly packed. Once the RMA number is received, carefully pack your Moog module, ship the module to Moog Music Inc. with transportation and insurance charges paid (unless a Call Tag has been given). Include your return shipping address and write the RMA number on the outside of the box.

What we will do

Once received, we will examine the module for any obvious signs of user abuse or damage as a result of transport. If the module was abused, damaged in transit, or is out of Warranty, the MASC will estimate of the repair cost and notify the customer prior to performing the required work. Warranty work will be performed and Moog will ship and insure your module to your United States address free of charge.

How to initiate your Warranty

Your Warranty is initiated by registering your product online via the Moog Music Website. Click "Product Registration". Alternatively, fill out all the information on the Warranty card included with your shipment and mail to:

Moog Music Inc.
160 Broadway
Asheville, N.C. USA 28801
Attn: Office Manager