

User Manual

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ZAXCOM.COM

ZRC

ZaxNet Remote Controller

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Knowing your ZRC



Overview

ZRC (ZaxNet Remote Controller) is the first dedicated wireless remote controller for Zaxcom Digital Recording Wireless. With a large display, physical keypad, and clear menus ZRC keeps operation moving without relying on a touchscreen or app.

Better Wireless Control

Group transmitters, change frequencies, control power settings, adjust input gain, start/stop recording, manage timecode, format cards, set encryption, and more without touching a transmitter or interrupting talent.

A New Way to Format

Formatting internal memory cards just got easier. Remotely format a single transmitter or an entire group from one place, with less setup for large productions, rental prep, or the next job.



Integrated Timecode

Generate, read, jam, and send SMPTE timecode over ZaxNet. A 3-pin LEMO provides timecode input and output for syncing or supplying timecode to other devices. Timecode, user bits, and frame rate can be set manually.

ZRC can operate with or without transmitting timecode. When using another timecode source or multiple ZRC units, choose one device as the timecode master and disable timecode transmission on the others. Each ZRC remains independently controllable, so multiple units can work together without competing to provide timecode.

A Mute Till Jam option prevents timecode output until ZRC's internal generator is jammed, while Standby TX enables control over ZaxNet timecode transmission.



Customize the ZaxNet Signal

Fine-tune ZaxNet's 2.4 GHz wireless signal for any environment. Adjust the ZaxNet frequency and transmission power to stay connected, even on large sets or in congested WiFi spaces.

Maximize Battery Life

Conserve transmitter battery life with smart power modes, then wake them remotely when it's time to roll. LOW2 records locally and turns off wireless transmission on compatible models. SLEEP disables everything for longer runtimes.



Ready All Day

Power ZRC with external USB-C or two AA batteries – Alkaline, Lithium, or NiMH. Choose battery calibration for accurate runtimes and use standby to get more out of every charge. USB-C makes firmware updates quick and easy.

ZRC Interface

Front

**1. Select button**

- 0 – 9 are menu selection buttons.

2. Power button

- Press and hold for 2 seconds to power on.
- A quick press when powered on will activate ZRC standby mode.
- A quick press when powered on will deactivate ZRC standby mode.
- Press and hold for 3 seconds to power down.

3. LED indicator

- Blinking Green: ZRC timecode jammed.
- Blinking Red: ZRC timecode not jammed.
- Quick Flash Green: ZRC in standby mode, timecode jammed.
- Quick Flash Red: ZRC in standby mode, timecode not jammed.
- Solid Red & Quick Flash Green: Low battery, timecode jammed.
- Solid Red: Low battery, timecode not jammed.

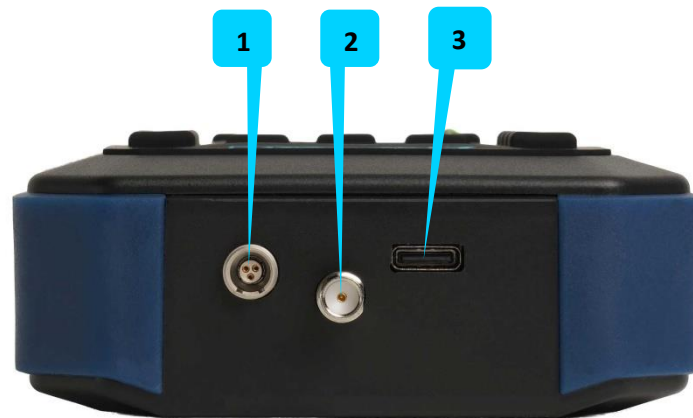
4. LCD**5. Back button (Arrow)**

- Press to return to previous menu.

6. Enter button (Check)

- Press to enter a setting.

Top

**1. 3 Pin LEMO timecode connector**

- Output ZRC generated timecode or jam external timecode.
 - Pin 1: TC in
 - Pin 2: TC out
 - Pin 3 : Ground

2. SMA ZaxNet antenna connector

- Connect included antenna to amplify ZRC RF transmission signal.

3. USB-C connector

- External power.
- Update firmware.

Back

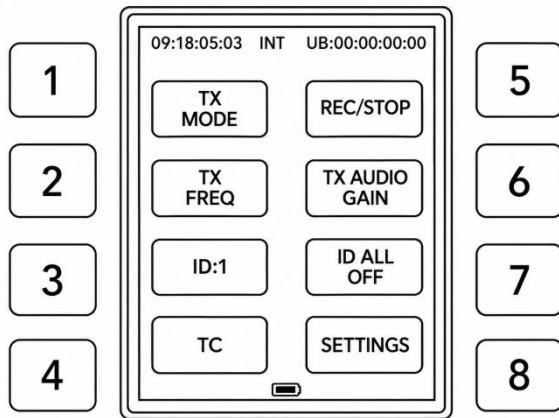
**1. Battery compartment**

- Powered by 2x AA batteries (Alkaline, Lithium, or NiMH).

WARNING!! When ZRC is powered down or loses power timecode must be resync'd or rejammed.

ZRC Menu System

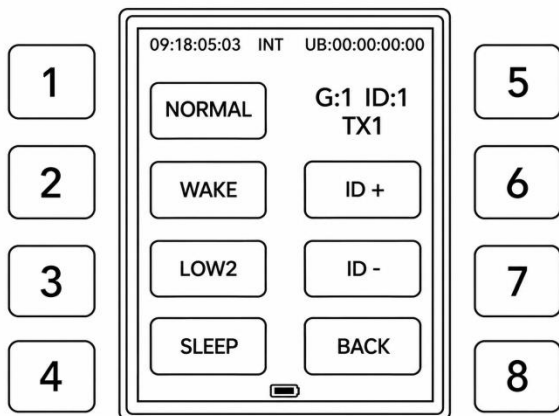
Main Menu



- 1 - **TX MODE**: Adjust transmitter power settings.
- 2 - **TX FREQ**: Adjust transmitter frequency channel (RF).
- 3 - **ID:1** Access transmitter naming and encryption settings.
- 4 - **TC**: Access timecode settings.
- 5 - **REC/STOP**: Access record/stop transmitter modes.
- 6 - **TX AUDIO GAIN**: Adjust input gain transmitter settings.
- 7 - **ID ALL ON/OFF**: Sets ID to "ALL" and sends TX MODE settings to all transmitters simultaneously.
- 8 - **SETTINGS**: GUI & encryption activation settings.

TX MODE

Place controlled transmitters into different power modes to extend battery life. The default TX MODE is set to NORMAL. Settings are sent automatically to controlled transmitters. ZRC displays the Group and ID number.



- 1 - **NORMAL**: No power commands are sent to transmitters.
- 2 - **WAKE**: Wakes transmitters.
- 3 - **LOW2**: Enables LOW2 mode, extends transmitter battery life.
- 4 - **SLEEP**: Enables SLEEP mode, extends transmitter battery life.
- 5 - N/A
- 6 - **ID+**: Increase ID to be controlled.
- 7 - **ID-**: Decrease ID to be controlled.
- *Note: Can be cycled to select "ALL" transmitters.*
- 8 - **BACK**: Return to previous menu.

TX MODES Explained

LOW2 may operate differently depending on the transmitter model. SLEEP works the same on all models.

LOW2

Current: ZMT4, ZMT4-X, TRXLA5, TRX745, Flex-4...

- Wireless transmission is off.
- Digital-to-analog converter is active.
- Records local audio to internal microSD card.

LOW2

Older: ZMT3, ZMT3-X, TRXLA3, TRX743, Flex-3...

- Wireless transmission off.
- Digital-to-analog converter is NOT active.
- Device is in record mode.
- Records audio immediately when WAKE is triggered.

SLEEP

All Zaxcom transmitter models

- Wireless transmission is off.
- Digital-to-analog converter is NOT active.
- Device is not in record mode.
- No local audio records to internal microSD card.

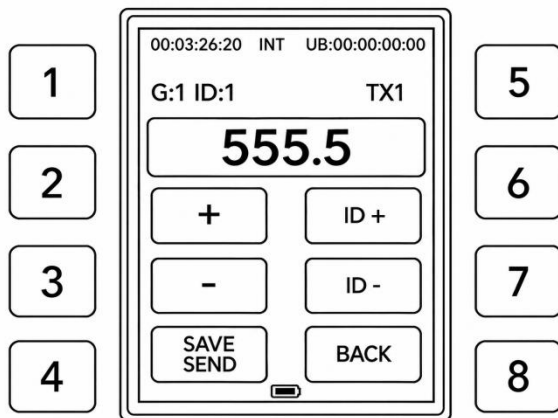
TX MODES Explained... Continued

TX MODE Notes

- When LOW2 or SLEEP are activate, WAKE must be pressed to activate controlled transmitters.
- After WAKE is initiated, controlled transmitters are placed in NORMAL mode.
- You cannot switch from LOW2 to SLEEP or vice versa. You must WAKE first to switch between LOW2/SLEEP.

TX FREQ

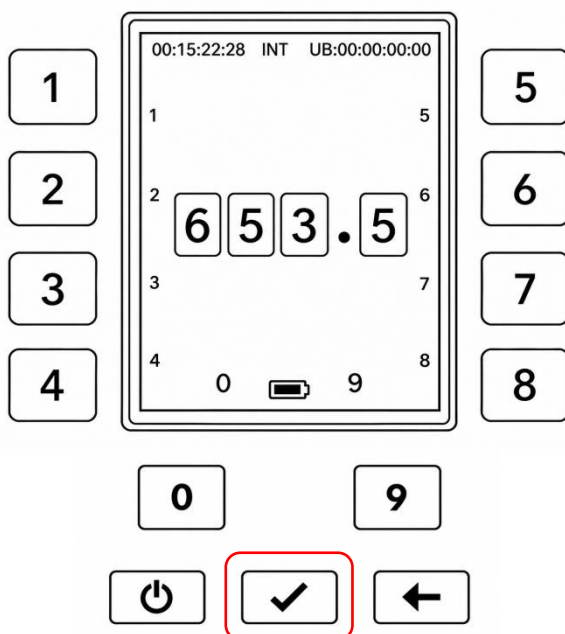
Adjust the transmitter frequency incrementally or manual input via the DIRECT FREQ INPUT menu. After adjusting, press SAVE/SEND to update the controlled transmitters.



- 1 - Access DIRECT FREQ INPUT menu.
- 2 - +: Increase frequency.
- 3 - -: Decrease frequency.
- 4- **SAVE/SEND**: Sends frequency to controlled transmitters.
- 5 - Access DIRECT FREQ INPUT menu.
- 6 - **ID+**: Increase ID to be controlled.
- 7 - **ID-**: Decrease ID to be controlled.
- 8 - **BACK**: Return to previous menu.

TX FREQ > DIRECT FREQ INPUT

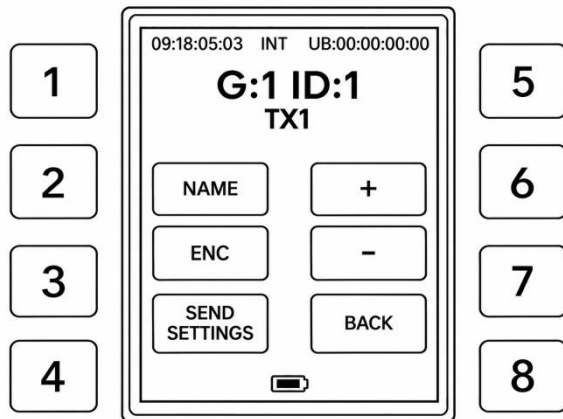
Pressing 1 or 5 in TX FREQ opens the DIRECT FREQ INPUT menu. Manually tune the frequency by pressing corresponding number buttons on ZRC. Press the Enter (Check) button on ZRC. This will SAVE/SEND to controlled transmitters.



- Input desired frequency by pressing 0 – 9 on ZRC.
- Press **Enter (Check)** to accept frequency.
 - This will SAVE/SEND to controlled transmitters.
- Press **Back (Arrow)** return to the previous menu.

ID:1

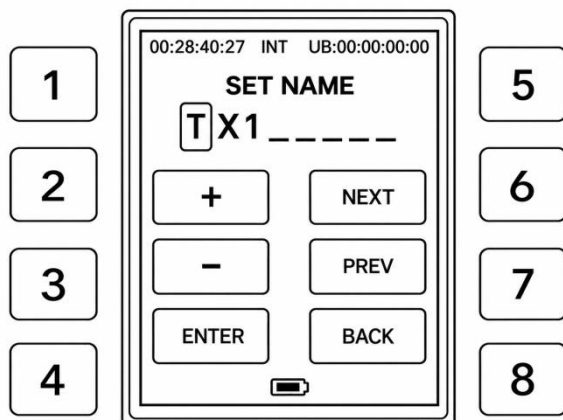
Name and set encryption for each transmitter. After adjustment, press SEND SETTINGS to update the controlled transmitters. By default the Group and Number begins with G:1, ID: 1.



- 1 - N/A
- 2 - **NAME:** Access ID naming menu.
- 3 - **ENC:** When encryption is enabled under SETTINGS, ENC will appear. Press to set encryption.
- 4 - **SEND SETTINGS:** Sends all settings to transmitters.
- 5 - N/A
- 6 - **+**: Increase ID to be controlled.
- 7 - **-**: Decrease ID to be controlled.
- 8 - **BACK:** Return to previous menu.

ID:1 > NAME

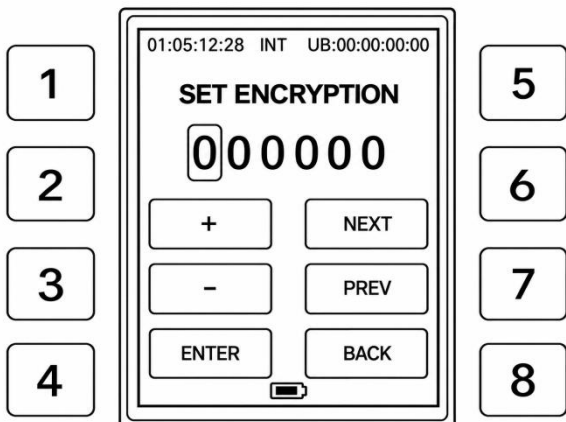
Adjust the transmitter name using alphabetical letters, numbers, or special characters. After adjustment, press SEND SETTINGS in the ID:1 menu to update the transmitters.



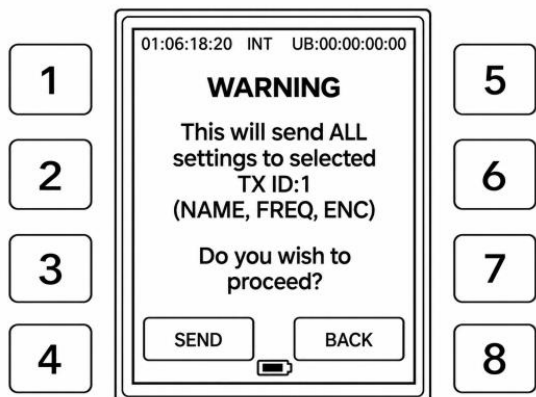
- 1- N/A
- 2 - **+**: Increase highlighted character.
- 3 - **-**: Decrease highlighted character.
- 4: **ENTER:** Sets the name and returns to ID: 1 menu.
- 5 - N/A
- 6 - **NEXT:** Moves cursor to next character.
- 7 - **PREV:** Moves cursor to previous character.
- 8 - **BACK:** Returns to the previous menu.

ID:1 > ENC

Set an encryption code using letters A - F or numbers. A warning confirmation menu appears to confirm settings.



- 1- N/A
- 2 - +: Increase highlighted character.
- 3 - -: Decrease highlighted character.
- 4: **ENTER**: Sets the encryption.
- 5 - N/A
- 6 - **NEXT**: Moves cursor to next character.
- 7 - **PREV**: Moves cursor to previous character.
- 8 - **BACK**: Return to previous menu.



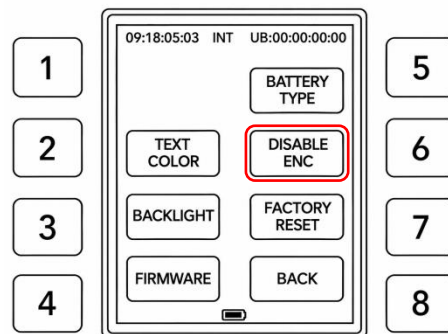
- **Warning Confirmation Menu**
 - Safety feature to confirm settings.
 - Press Send to set encryption and send data.

Activating ZRC Encryption Settings

To use encryption on ZRC it must be activated in the SETTINGS menu.

- Select SETTINGS from the Main menu.
- Select UI SETTINGS from the SETTINGS menu.
- Select ENABLE/DISABLE ENC from UI SETTINGS menu.
- Once enabled, the ENC menu option will appear under ID: 1 menu.
- ID:1 > ENC sets encryption keys.

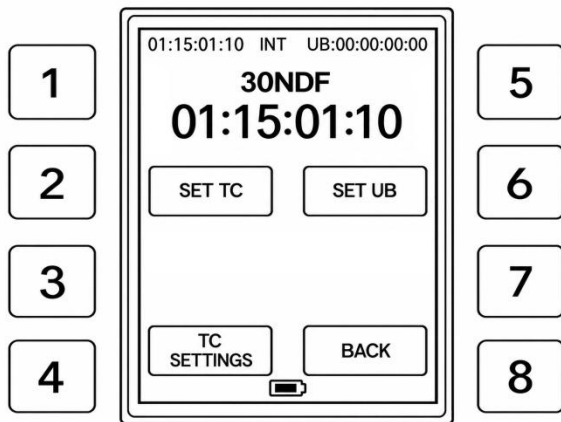
• *Note: Requiring activation provides a layer of safety on set.*



TC

Set timecode, user bit, frame rate, and other timecode settings.

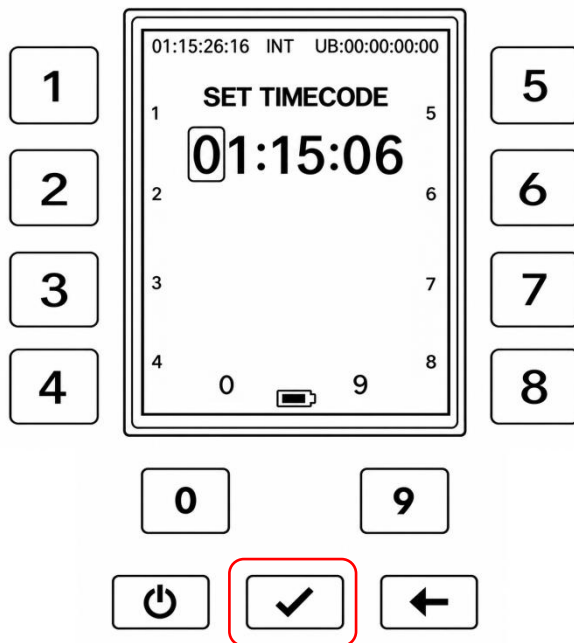
WARNING!! When ZRC is powered down or loses power, timecode must be resync'd or rejammed.



- 1 - N/A
- 2 - **SET TC**: Manually enter timecode.
- 3 - **NA**
- 4 - **TC SETTINGS**: Adjust frame rate and other timecode settings.
- 5 - N/A
- 6 - N/A
- 7 - **SET UB**: Manually enter the user bits.
- 8 - **BACK**: Return to previous menu.

TC > SET TC

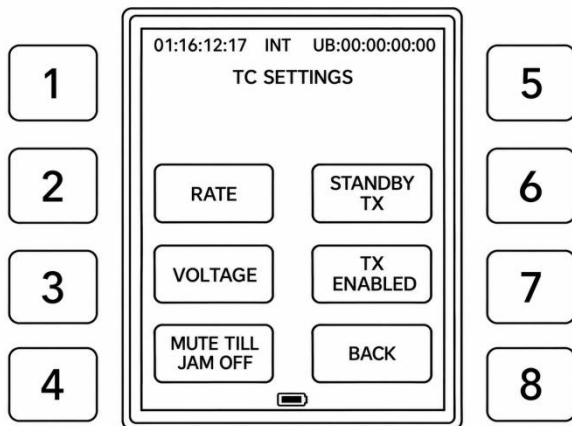
Manually input timecode to send to controlled transmitters. Adjustments are sent automatically.



- Set desired timecode by pressing 0 – 9 on ZRC.
- Press **Enter (Check)** to accept frequency.
- Press **Back (Arrow)** to return to the previous menu.

TC > TC SETTINGS

Adjust frame rate, voltage, and timecode standby transmission settings.



1 - N/A

2 - **RATE:** Adjust frame rate.

3 - **VOLTAGE:** Adjust output voltage for LEMO connector.

4 - **MUTE TILL JAM ON/OFF:**

ON: ZRC won't output timecode until its internal timecode generator is jammed.

OFF: ZRC will output timecode.

5 - N/A

6 - **STANDBY TX/NO TX:**

ON: Timecode will transmit in standby mode.

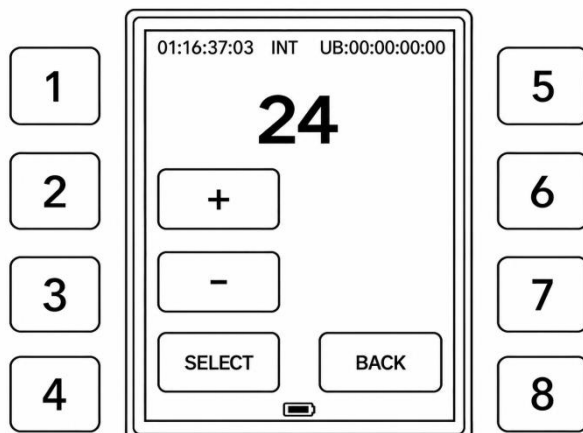
OFF: Timecode won't transmit in standby mode.

7 - **TX ENABLED/TX DISABLED:** Master ON/OFF for timecode transmission. You can send individual commands but global power and transport (which are in the timecode packet) will not be sent.

8 - **BACK:** Return to previous menu.

TC > TC SETTINGS > RATE

Set frame rate of the controlled transmitter: 23.98, 24, 25, 29.97 DF, 29.97 NDF, 30 DF, 30 NDF. Adjustments to frame rates are automatically sent to controlled transmitters.



1 - N/A

2 - **+**: Scrolls frame rate options forward.

3 - **-**: Scrolls frame rate options backward.

4 - **SELECT:** Sets desired frame rate.

5 - N/A

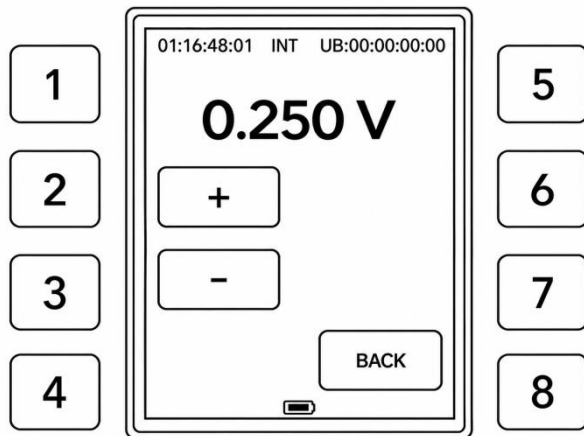
6 - N/A

7 - N/A

8 - **BACK:** Return to previous menu.

TC > TC SETTINGS > VOLTAGE

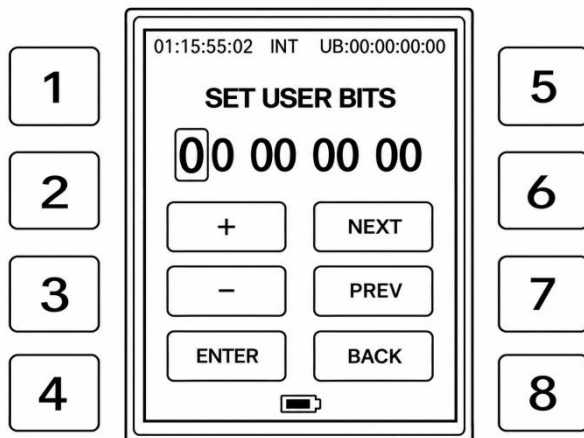
Adjust the output voltage on the ZRC LEMO connector. Adjustments are updated automatically.



- 1 - N/A
- 2 - +: Increases voltage.
- 3 - -: Decreases voltage.
- 4 - N/A
- 5 - N/A
- 6 - N/A
- 7 - N/A
- 8 - **BACK**: Return to previous menu.

TC > SET UB

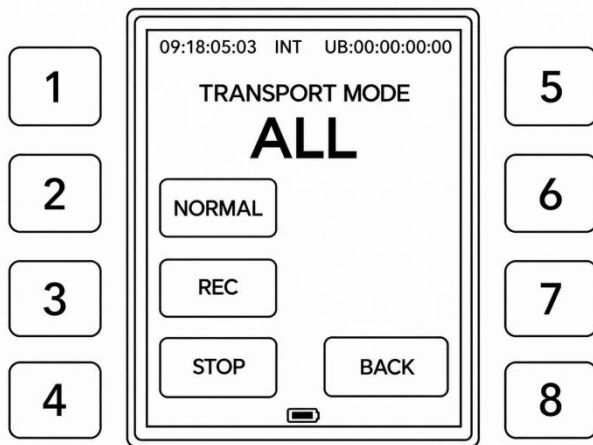
Set manual user bit data of controlled transmitters. Adjustments are sent automatically to controlled transmitters.



- 1 - N/A
- 2 - +: Increases user bit.
- 3 - -: Decreases user bit.
- 4 - **ENTER**: Sets user bit data.
- 5 - N/A
- 6 - **NEXT**: Moves cursor to next character.
- 7 - **PREV**: Moves cursor to previous character.
- 8 - **BACK**: Return to previous menu.

REC/STOP

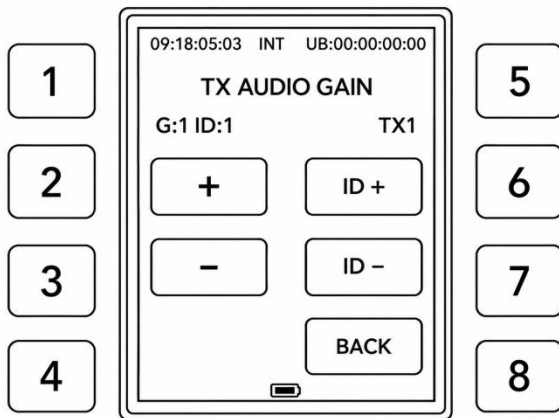
Adjust the transmitter internal recording with record and stop commands. *Note: Record/Stop commands are sent universally to ALL transmitters. Currently, you cannot choose specific Groups or IDs.*



- 1 - N/A
- 2 - **NORMAL**: Record and stop commands are sent.
- 3 - **REC**: Only record commands are sent.
- 4 - **STOP**: Only stop commands are sent.
- 5 - N/A
- 6 - N/A
- 7 - N/A
- 8 - **BACK**: Return to previous menu

TX Audio Gain

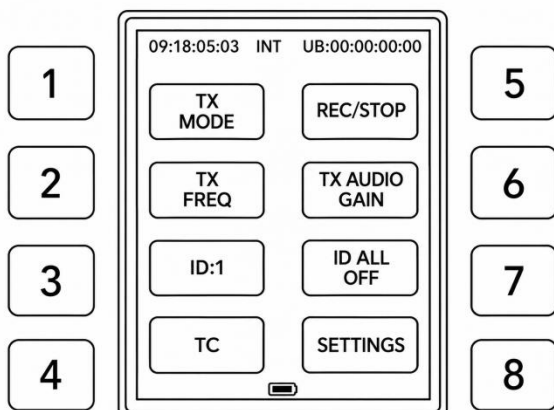
Adjust the input audio gain on controlled transmitters. *Note: ZRC does not display the real-time input gain settings of controlled transmitters. Any changes should be monitored via headphones for optimal performance.*



- 1 - N/A
- 2 - **+**: Increase input gain on controlled transmitter.
- 3 - **-**: Decrease input gain on controlled transmitter.
- 4 - N/A
- 5 - N/A
- 6 - **ID+**: Increase ID to be controlled.
- 7 - **ID -**: Decrease ID to be controlled.
- 8 - **BACK**: Return to previous menu.

ID ALL ON/OFF

Send TX MODE settings to "ALL" transmitters simultaneously. Settings are sent automatically.



7 - ID ALL ON/OFF:

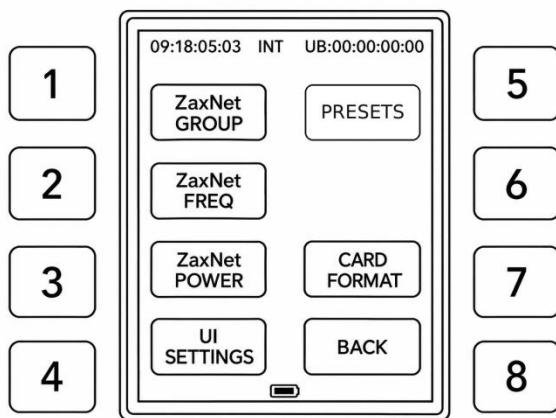
ON: ZRC sets ID to "ALL" and sends TX MODE settings to all transmitters simultaneously.

OFF: ZRC won't send TX Mode settings to ALL transmitters simultaneously.

Note: This acts as a shortcut key to send TX MODE settings NORMAL, LOW2, SLEEP to ALL transmitters.

SETTINGS

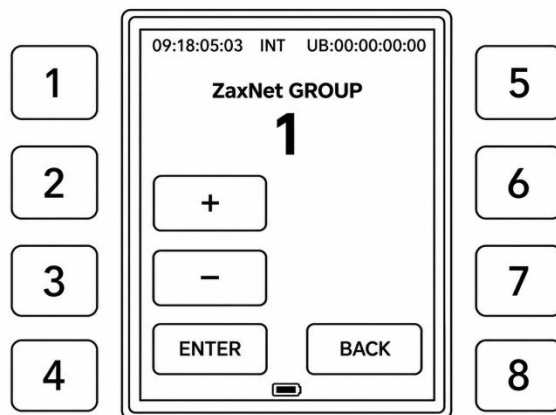
Adjust ZaxNet settings, ZRC user interface settings, presets, and format transmitter microSD cards.



- 1 - **ZaxNet GROUP:** Adjusts Group to be controlled.
- 2 - **ZaxNet FREQ:** Adjust ZaxNet frequency.
- 3 - **ZaxNet POWER:** Adjust ZaxNet transmit power level on ZRC from 0-7, 7 the highest.
- 4 - **UI SETTINGS:** Access ZRC user interface settings.
- 5 - **PRESETS:** Create and save presets.
- 6 - N/A
- 7 - **CARD FORMAT:** Format transmitter microSD cards. Individual cards can be formatted, or if ALL is selected, all cards in the group can be formatted.
- 8 - **BACK:** Return to previous menu.

SETTINGS > ZaxNet GROUP

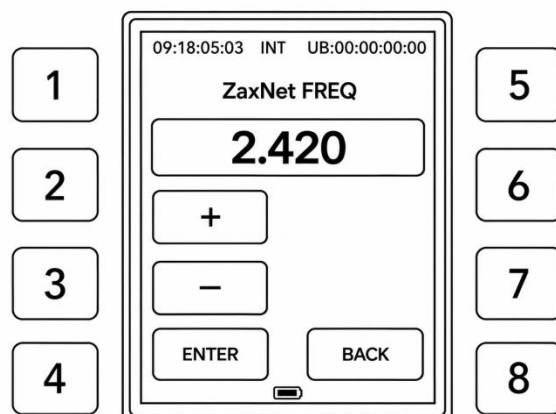
Adjust Group settings of controlled transmitters.



- 1 - N/A
- 2 - **+**: Increases Group number.
- 3 - **-**: Decreases Group number.
- 4 - **ENTER:** Sets Group number.
- 5 - N/A
- 6 - N/A
- 7 - N/A
- 8 - **BACK:** Return to previous menu.

SETTINGS > ZaxNet FREQ

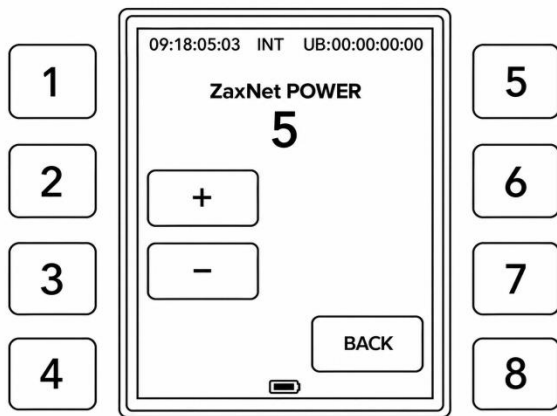
Adjust the ZaxNet frequency on ZRC.



- 1 - N/A
- 2 - **+**: Increases ZaxNet frequency.
- 3 - **-**: Decreases ZaxNet frequency.
- 4 - **ENTER:** Sets frequency number.
- 5 - N/A
- 6 - N/A
- 7 - N/A
- 8 - **BACK:** Return to previous menu.

SETTINGS > ZaxNet POWER

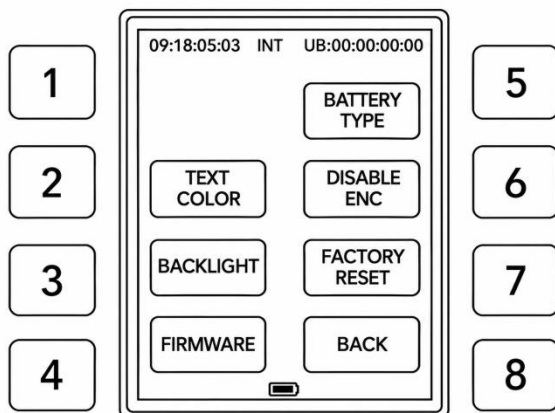
Adjust ZRC transmission power level from 0-7, 7 is the highest.



- 1 - N/A
- 2 - +: Increases ZaxNet power.
- 3 - -: Decreases ZaxNet power.
- 4 - N/A
- 5 - N/A
- 6 - N/A
- 7 - N/A
- 8 - **BACK**: Return to previous menu.

SETTINGS > UI SETTINGS

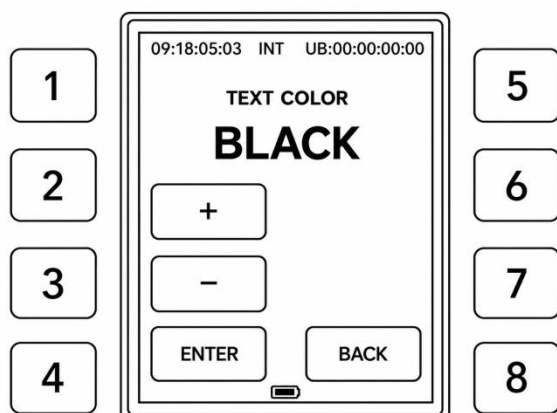
Adjust ZRC text color, backlight, battery type, enable encryption, and factory reset settings.



- 1 - N/A
- 2 - **TEXT COLOR**: Adjust ZRC LED text colors.
- 3 - **BACKLIGHT**: Adjust backlight and dim settings.
- 4 - **FIRMWARE**: Initiate ZRC firmware update.
- 5 - **BATTERY TYPE**: Adjust ZRC battery type and calibrate.
- 6 - **ENABLE/DISABLE ENC**: Enable/disable encryption.
- 7 - **FACTORY RESET**: Resets all ZRC settings.
- 8 - **BACK**: Return to previous menu.

SETTINGS > UI SETTINGS > TEXT COLOR

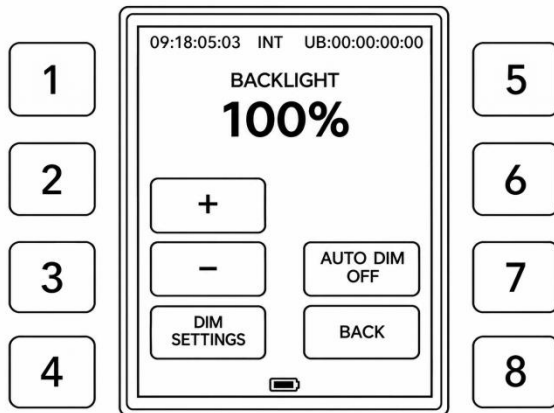
Adjust ZRC LED text color between black, green, red, or white



- 1 - N/A
- 2 - +: Scrolls color options forward.
- 3 - -: Scrolls color options backward.
- 4 - **ENTER**: Sets desired text color.
- 5 - N/A
- 6 - N/A
- 7 - N/A
- 8 - **BACK**: Return to previous menu.

SETTINGS > UI SETTINGS > BACKLIGHT

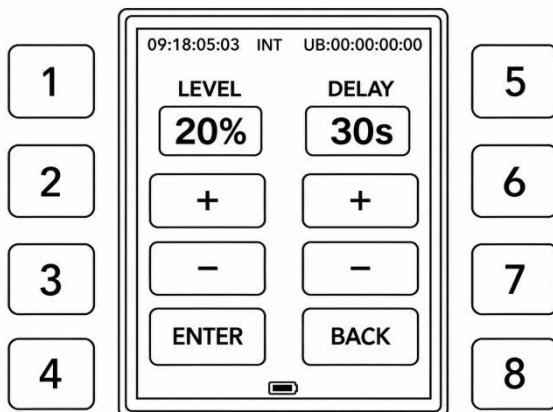
Adjust ZRC backlight and dim settings.



- 1 - N/A
- 2 - +: Increase backlight level.
- 3 - -: Decrease backlight level.
- 4 - **DIM SETTINGS**: Access dim brightness and delay time.
- 5 - N/A
- 6 - N/A
- 7 - **AUTO DIM ON/OFF**:
ON: ZRC display auto dims to set time in DIM SETTINGS.
OFF: ZRC won't auto dim.
- 8 - **BACK**: Return to previous menu.

SETTINGS > UI SETTINGS > BACKLIGHT > DIM SETTINGS

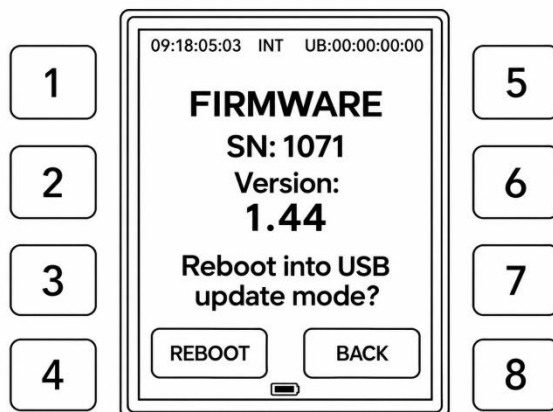
Adjust the dim brightness level and delay settings on ZRC.



- 1 - N/A
- 2 - +: Increase dim level.
- 3 - -: Decrease dim level.
- 4 - **ENTER**: Sets auto dim settings.
- 5 - N/A
- 6 - +: Increase dim delay time.
- 7 - -: Decrease dim delay time.
- 8 - **BACK**: Return to previous menu.

SETTINGS > UI SETTINGS > FIRMWARE

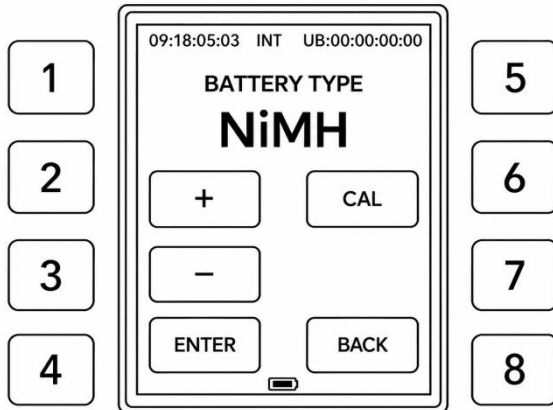
How to update ZRC firmware.



1. Download the latest ZRC firmware from zaxcom.com.
2. Connect the ZRC to a computer via USB-C.
3. Press the FIRMWARE button.
4. Press the REBOOT button to reboot into firmware update mode.
5. ZRC will reboot and a Zaxcom Boot dialog box will appear on the computer or select it from file explorer.
6. Drag and drop the ZRC firmware into the dialog box.
7. ZRC LED will flash. Progress will be displayed on the computer.
8. When finished, disconnect the ZRC and confirm the new firmware is loaded.

SETTINGS > UI SETTINGS > BATTERY TYPE

Adjust ZRC battery type and calibration.



- 1 - N/A
- 2 - **+**: Scrolls battery type forward.
- 3 - **-**: Scrolls battery type backward.
- 4 - **ENTER**: Sets battery type.
- 5 - N/A
- 6 - **CAL**: Calibrates batteries.
- 7 - N/A
- 8 - **BACK**: Return to previous menu.

SETTINGS > UI SETTINGS > FACTORY RESET

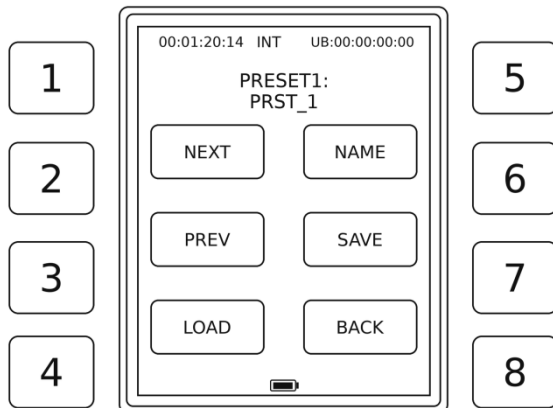
Reset ZRC to factory settings.



- 1 - N/A
- 2 - N/A
- 3 - N/A
- 4 - **RESET**: Resets ZRC to factory settings.
- 5 - N/A
- 6 - N/A
- 7 - N/A
- 8 - **BACK**: Return to previous menu.

SETTINGS > PRESET

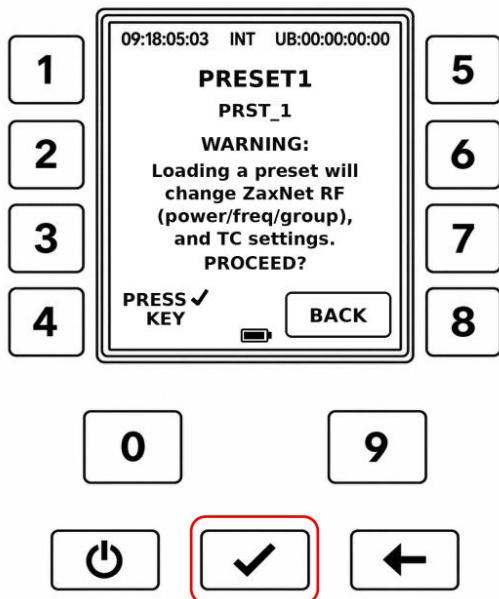
Load, name, and save up to 3 presets to ZRC internal memory. Presets cannot be saved/loaded via external memory.



- 1 - N/A
- 2 - **NEXT**: Scrolls to next saved preset.
- 3 - **PREV**: Scrolls to previous saved preset.
- 4 - **LOAD**: Load a preset, confirmation menu.
- 5 - N/A
- 6 - **NAME**: Name a preset.
- 7 - **SAVE**: Save a preset.
- 8 - **BACK**: Return to previous menu.

SETTINGS > PRESET > LOAD

Load a saved preset.



- **LOAD Preset Confirmation Menu**

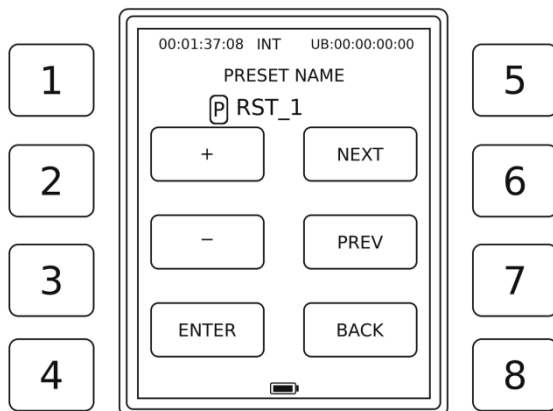
- Press **Enter (Check)** to confirm preset.

1-7 - N/A

8 - **BACK**: Return to previous menu.

SETTINGS > PRESET > PRESET NAME

Assign up to 3 ZRC preset names using the alphabet, numbers, and limited special characters.



1 - N/A

2 - **+**: Increases character.

3 - **-**: Decreases character.

4 - **ENTER**: Sets preset name.

5 - N/A

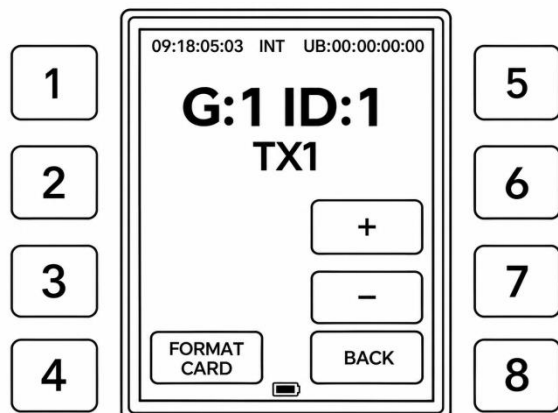
6 - **NEXT**: Moves cursor to next character.

7 - **PREV**: Moves cursor to previous character.

8 - **BACK**: Return to previous menu.

SETTINGS > CARD FORMAT

Format the internal microSD card on controlled transmitters. A confirmation screen will appear to confirm.

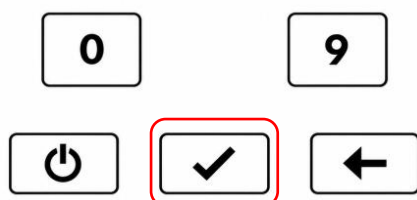


- 1 - N/A
- 2 - N/A
- 3 - N/A
- 4 - **FORMAT CARD**: Select to format memory card.
- 5 - N/A
- 6 - **+**: Increase Group and ID to be controlled.
- 7 - **-**: Decreases Group and ID to be controlled.
- 8 - **BACK**: Return to previous menu.



- **Card Format Confirmation Menu**
 - Press **Enter (Check)** to format card.

- 1-7 - N/A
- 8 - **BACK**: Return to previous menu.



Specifications

ZRC Transmitter

RF Power Output: 50mW

RF Modulation: Digital Spread Spectrum

RF Frequency Range: 2.403 to 2.475 GHz

RF Frequency Step: 1 MHz

RF Bandwidth: 1 MHz

Channel Separation: 2 MHz

Antenna Connector: 50 Ω SMA Female

FCC Compliance: CFR Title 47, Part 15

Timecode I/O

Timecode Connector: 3-pin LEMO

Timecode Input Level Range: 1–5 VPP

Timecode Output Level: 2 V P-P

Impedance: 75 Ω

Timecode Reader / Generator

Clock Accuracy: 1.54 PPM (approx. 1 frame drift in 6 hours)

Timecode Type: SMPTE

Timecode Output Rate: 23.98, 24, 25, 29.97 DF, 29.97 NDF, 30 DF, 30 NDF

Power

External Power: USB-C

Internal Power: 2 $\times$ AA batteries

Battery Type: Alkaline, Lithium, or NiMH

Battery Run Time: Varies by battery type

Physical

Weight: 240g, 8.7oz

Dimensions: 88mm x 33mm x 146mm

Display: Graphic LCD panel

Software Updates: USB-C

Product Support

Product Registration:	http://www.zaxcom.com/product-registration
Download Firmware:	https://zaxcom.com/support/downloads/
Repair Services:	http://www.zaxcom.com/repairs
Zaxcom Forum:	http://www.zaxcom.com/forum

Zaxcom Warranty Policy and Limitations

Zaxcom Inc. values your business and always attempts to provide you with the very best service.

No limited warranty is provided by Zaxcom unless your DCiRX ("Product") was purchased from an authorized distributor or authorized reseller. Distributors may sell the product to resellers who then sell the product to end users. Please see below for warranty information or obtaining service. No warranty service is provided unless the Product is returned to Zaxcom Inc. or a Zaxcom dealer in the region where the Product was first shipped by Zaxcom.

Warranty Policy

The Product carries a Standard Warranty Period of one (1) year.

NOTE: The warranty period commences from the date of delivery from the Zaxcom dealer or reseller to the end user.

There are no warranties that extend beyond the face of the Zaxcom limited warranty. Zaxcom disclaims all other warranties, express or implied, regarding the Product, including any implied warranties of merchantability, fitness for a particular purpose, or non-infringement. In the United States, some laws do not allow the exclusion of the implied warranties.

Troubleshooting & Repair Services

No Product should be returned to Zaxcom without first going through some basic troubleshooting steps with the dealer you purchased your gear from.

To return a product for repair service, go to the Zaxcom Repair Services page <http://www.zaxcom.com/repairs> and fill in your information; there is no need to call the factory for an RMA. Then send your item(s) securely packed (in the original packaging or a suitable substitute) to the address listed on the Repair Services page. Insure the package, as we cannot be held responsible for what the shipper does.

Zaxcom will return the warranty-repaired item(s) via two-day delivery within the United States at its discretion. If overnight service is required, a FedEx or UPS account number must be provided to Zaxcom to cover the shipping charges.

*Please note a great resource to troubleshoot your gear is the Zaxcom Forum: <http://www.zaxcom.com/forum>.

Warranty Limitations

Zaxcom's limited warranty provides that, subject to the following limitations, each Product will be free from defects in material and workmanship and will conform to Zaxcom's specification for the particular Product.

Limitation of Remedies

Your exclusive remedy for any defective Product is limited to repair or replacement.

Zaxcom may elect which remedy or combination of remedies to provide in its sole discretion. Zaxcom shall have a reasonable time after determining that a Product is defective to repair or replace it. Zaxcom's replacement Product under its limited warranty will be manufactured from new and serviceable used parts. Zaxcom's warranty applies to repaired or replaced Product for the balance of the applicable period of the original warranty or thirty days from the date of shipment of a repaired or replaced Product, whichever is longer.

Limitation of Damages

Zaxcom's entire liability for any defective Product shall, in no event, exceed the purchase price for the defective Product. This limitation applies even if Zaxcom cannot or does not repair or replace any defective Product and your exclusive remedy fails of its essential purpose.

No Consequential or Other Damages

Zaxcom has no liability for general, consequential, incidental, or special damages. These include loss of recorded data, the cost of recovery of lost data, lost profits, and the cost of the installation or removal of any Product, the installation of a replacement Product, and any inspection, testing, or redesign caused by any defect or by the repair or replacement of Product arising from a defect in any Product.

In the United States, some states do not allow exclusion or limitation of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

Your Use of the Product

Zaxcom will have no liability for any Product returned if Zaxcom determines that:

- The Product was stolen.
- The asserted defect:
- Is not present,
- Cannot reasonably be fixed because of damage occurring when the Product is in the possession of someone other than Zaxcom, or
- Is attributable to misuse, improper installation, alteration, including removing or obliterating labels and opening or removing external covers (unless authorized to do so by Zaxcom or an authorized Service Center), accident, or mishandling while in the possession of someone other than Zaxcom.
- The Product was not sold to you as new.

Additional Limitations on Warranty

Zaxcom's warranty does not cover a product that has been received improperly packaged, altered, or physically abused.