

FAQ

What is not covered by the warranty?

Warranty does not cover cosmetic damage, antennas, AC cords, cabinets, head band, ear-pads, or damage due to line power surges, connection to improper voltage supply or settings, misuse, mishandling, improper application, accident, acts of God, or attempted repair by an unauthorized service agent.

How long is the limited warranty for Naxa products?

Naxa Electronics Inc, warrants their products to the original purchaser ONLY, to be free from defects in materials and workmanship under normal use, for ninety (90) Days from the date of original purchase. Naxa agrees, at its option under the warranty period, to repair or replace the product if it is determined to be defective at no charge.

I received my product and there are missing accessories or parts, what do I do?

If the unit was tampered with or the packaging was opened when you purchased it, please return it to the place you have purchased it from. All new Naxa items, will be originally packaged, and will never be opened prior to the consumer purchasing it.

Where can I get a schematic diagram?

Unfortunately we do not provide schematics for our units. If you are encountering a particular issue with the unit, please feel free to provide us with as much information on the issue, so that we can be of assistance to you.