

## Troubleshooting Tips

### The player does not turn on when **PLAY** button pressed.

- Batteries may be inserted incorrectly.
- Batteries may be empty.

### Skipping tracks or bad sound quality?

- Repeat, random or program function may be activated.
- There may be strong magnetic fields (e.g. too close to TV) near the unit.
- Low Battery level. Replace with new ones.

### Cannot perform playback?

- **LOCK** function may be activated.
- There may be no MP3 tracks in the card or internal memory.
- Memory Card may be damaged.

### Cannot play tracks on the player?

- Track encoded bit rate may not be between 32 to 320kbps for MP3 or between 48kbps to 128kbps for Windows Media Audio.

**Note:** For better result, we recommend a constant encoded bit rate from 32 to 320kbps for MP3 and 48kbps to 128kbps for Windows Media audio. Nevertheless, your unit may play tracks encoded in variable bit rate (VBR).

### USB display does not appear when connected to computer.

- Check connection between your unit and the computer. (Refer to Software Instruction Manual)
- Check if USB drivers are properly installed (Refer to Software Instruction Manual)

### The player does not respond to key operations?

- Turn the player off by removing the batteries. Reinsert the batteries properly and turn the player on again to resume normal operations.

## US Limited Warranty

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### What your warranty covers:

- Defects in materials or workmanship.

### For how long after your purchase:

- One year from date of purchase.  
The warranty period for rental units begins with the first rental or 45 days from date of shipment to the rental firm, whichever comes first.

### What we will do:

- Provide you with a new, or at our option, a refurbished unit. The exchange unit is under warranty for the remainder of the original product's warranty period.
- Proof of purchase in the form of a bill of sale or receipted invoice which is evidence that the product is within the warranty period must be presented to obtain warranty service. For rental firms, proof of first rental is also required.

### How to make a warranty claim:

- Properly pack your unit. Include any cables, etc., which were originally provided with the product. We recommend using the original carton and packing materials.
- Include evidence of purchase date such as the bill of sale. Also print your name and address and a description of the defect. Send via standard UPS or its equivalent to:

Thomson multimedia Inc.  
Product Exchange Center  
11721 B Alameda Avenue  
Socorro, Texas 79927

- Insure your shipment for of loss or damage. Thomson accepts no liability in case of damage or loss en route to Thomson.
- Pay any charges billed to you by the Exchange Center for service not covered by the warranty.
- A new or refurbished unit will be shipped to you freight prepaid.

### What your warranty does not cover:

- Customer instruction. (Your Owner's Manual provides information regarding operating Instructions and user controls. For additional information, ask your dealer.)
- Installation and set-up service adjustments.
- Batteries.
- Damage from misuse or neglect.
- Products which have been modified or incorporated into other products.
- Products purchased or serviced outside the USA.
- Acts of nature, such as but not limited to lightning damage.

## US Limited Warranty

### Product Registration:

- Please complete and mail the Product registration Card packed with your unit. It will make it easier to contact you should it ever be necessary. The return of the card is not required for warranty coverage.

### Limitation of Warranty:

- **THE WARRANTY STATED ABOVE IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) ARE HEREBY DISCLAIMED. NO VERBAL OR WRITTEN INFORMATION GIVEN BY THOMSON MULTIMEDIA INC., ITS AGENTS OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.**
- **REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. THOMSON MULTIMEDIA INC. SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY ARE GOVERNED BY THE LAWS OF THE STATE OF INDIANA. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.**

### How state law relates to this warranty:

- Some states do not allow the exclusion nor limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.
- This warranty gives you specific legal rights, and you also may have other rights that vary from state to state.

### If you purchased your product outside the USA:

- This warranty does not apply. Contact your dealer for warranty information.

## Canadian Limited Warranty

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Thomson multimedia Ltd. warrants to the purchaser or gift recipient that if any manufacturing defect becomes apparent in this product within 1 year from the original date of purchase, it will be replaced free of charge, including return transportation.

This warranty does not include damage to the product resulting from accidents, misuse or leaking batteries.

Should your product not perform properly during the warranty period, either:

1. Return it to the selling dealer with proof of purchase for replacement,

OR

2. Remove the batteries (where applicable), and pack product complete with accessories in the original carton (or equivalent).

— Mail prepaid (with proof of purchase) and insured to:

**Thomson multimedia Ltd.**  
**6200 Edwards Blvd.,**  
**Mississauga, Ontario,**  
**L5T 2V7**  
**Canada**

The provisions of this written warranty are in addition to and not a modification of or subtraction from the statutory warranties and other rights and remedies contained in any applicable legislation, and to the extent that any such provisions purport to disclaim, exclude or limit any such statutory warranties and other rights and remedies, such provisions shall be deemed to be amended to the extent necessary to comply therewith.

If you are unable to find a qualified servicer for out of warranty service, you may write to:

Thomson multimedia Ltd.

P.O. Box 0944

Indianapolis, Indiana, U.S.A., 46206-0944

Attach your sales receipt to this booklet for future reference. This information is required if service is needed during the warranty period.

PURCHASE DATE

NAME OF STORE