

SONANCE

BEYOND SOUND

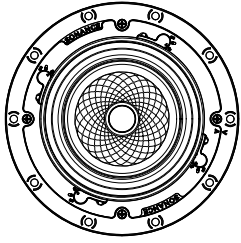
VISUAL EXPERIENCE SERIES

VX42 | VX46 | VX62 | VX66 | VX82 | VX86
VX42R | VX46R | VX62R | VX64R | VX66R | VX82R | VX86R

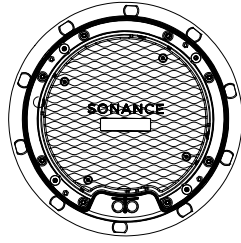
INSTALLATION AND SUPPORT MANUAL

VISUAL EXPERIENCE SPEAKERS

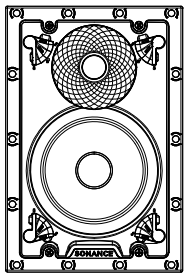
VX42 | VX46 | VX62 | VX66 | VX82 | VX86 |
 VX42R | VX46R | VX62R | VX64R | VX66R |
 VX82R | VX86R



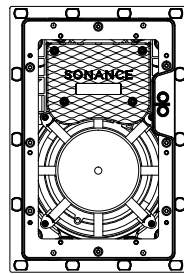
ROUND FRONT VIEW



ROUND BACK VIEW



RECTANGLE
FRONT VIEW



RECTANGLE
BACK VIEW

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INTRODUCTION

Thank you for selecting Sonance Visual Experience Speakers. Sonance has over four decades of experience in premium distributed audio. Please take the time to carefully read through the manual and study the illustrations. This extra time can lead to trouble-free operation and continued musical enjoyment.

IMPORTANT: Read this section in its entirety before attempting use of speaker.

IMPORTANT SAFETY INSTRUCTIONS

Always follow these basic safety precautions when using your speakers to reduce the risk of fire, electric shock, and injury to people or objects.

1. Read all the safety and operating instructions before operating the speaker and retain them for future reference.
2. Adhere to all warnings and precautions listed on the speaker and in the operating instructions.
3. Follow all operating instructions.

INSTALLATION

1. Determine the location for the speaker.
2. Perform an obstruction survey to be certain that there are no studs, conduit, pipes, heating ducts, pocket doors, or air returns in the wall cavity that will interfere with the speaker.
3. Position the included cutout template where the speaker is to be located and pencil an outline on the wall or ceiling. If you are unsure about obstructions, drill a small hole in the center of the outline and insert a coat hanger wire into the hole to feel-around for possible obstructions.
4. Cut the mounting hole using tools appropriate for the construction, and run the speaker wires from the mounting hole to the amplifier location.

IMPORTANT: Consult local building codes before running speaker wires through walls.

i IMPORTANT PRODUCT FEATURE

Sonance Visual Experience speakers can be installed using a one-stage or two-stage installation process thanks to the innovative Flex Frame mounting system. Read through the installation steps for each to help decide which process works best for you, then follow the appropriate steps to install your VX product.

ONE-STAGE INSTALLATION

1. Leave the Sonance VX speaker module Flex Frame latches in the LOCKED position as supplied out of the box. This will ensure that your VX speaker remains a single piece for the one-stage installation process (see Figure 1).

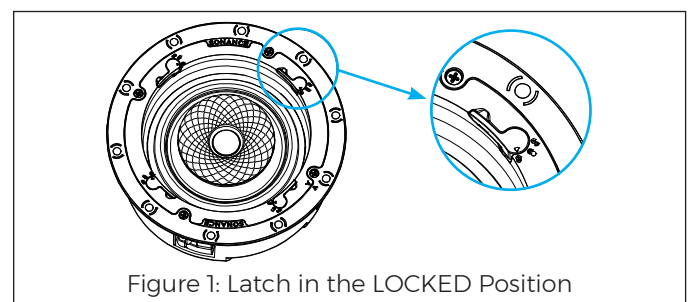


Figure 1: Latch in the LOCKED Position

- Strip 1/4" – 1/2" (6mm – 13mm) of insulation from each speaker lead. Twist the strands or tin the exposed wire with solder to ensure that there are no stray strands.

IMPORTANT: Stray strands that touch each other can cause a short-circuit that can damage the amplifier.

- The speaker's connector posts are spring-loaded. Push the top of each connector post down to open the connector and insert the exposed wires into the holes in the posts (see Figure 2).

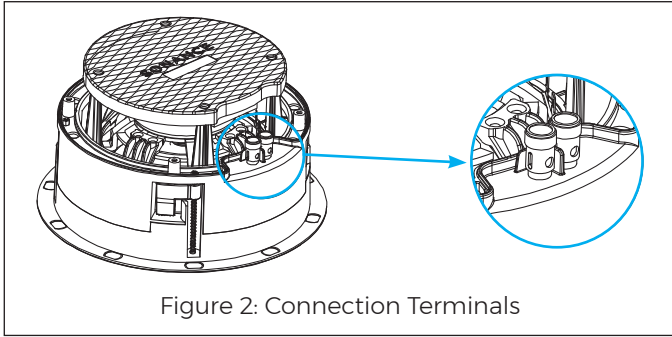


Figure 2: Connection Terminals

- The speaker's positive post is labeled with a red dot; the negative post is labeled with a black dot.
- After making all connections, double-check that you connected amplifier "+" to speaker "+" and amplifier "-" to speaker "-".

Sonance Visual Experience Series Speakers feature an exclusive integral RotoLock® mounting system for quick mounting directly into existing walls and ceilings.

- Make sure all the Roto-Lock toggle feet are retracted so that the speaker can fit within the mounting hole (see Figure 3).

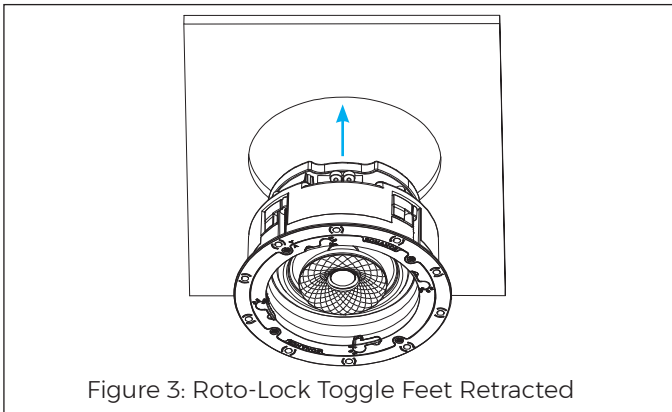


Figure 3: Roto-Lock Toggle Feet Retracted

INSTALLING INTO THICKER SURFACES

The Sonance Roto-Lock system can accommodate material thicknesses up to 1.5" (38mm) out of the box. For deeper substrates that are up to 2.125" (54mm) thick, remove the tip of the Roto-Lock toggles before inserting the speaker into the cutout opening (see Figure 4).

- Insert the speaker into the mounting hole and tighten the four screws on the front of the speaker baffle (see Figure 5).

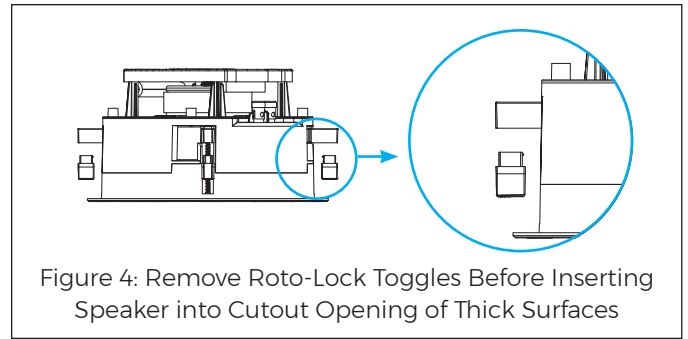


Figure 4: Remove Roto-Lock Toggles Before Inserting Speaker into Cutout Opening of Thick Surfaces

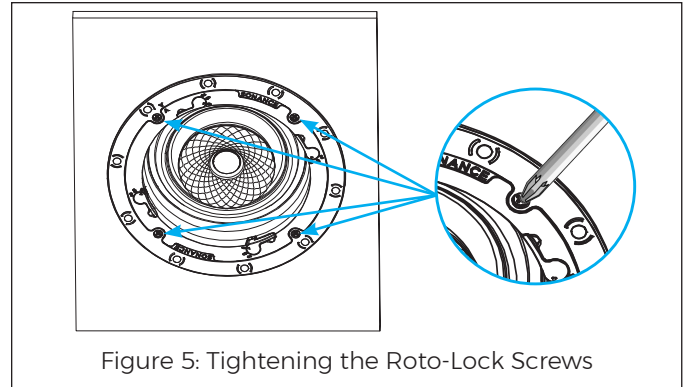


Figure 5: Tightening the Roto-Lock Screws

- The Roto-Lock clamps will automatically rotate into position and begin clamping the speaker.

IMPORTANT: Always use low-torque settings when using a screw gun and go very slowly; never over tighten.

IMPORTANT: Adjusting the tension of the Roto-Lock Clamps to help the speaker sit flat with the surface will help ensure proper grille contact all the way around the speaker.

TWO-STAGE INSTALLATION

Sonance Visual Experience speaker models can be installed leveraging a unique two-stage process which allows the installer to separate the speaker frame from the speaker module to easily hold, wire, and secure the frame to the installation surface (see Figure 6). This feature makes it simple to pre-wire with maximum visibility and maneuverability without risk of dropping the speaker while on a ladder.

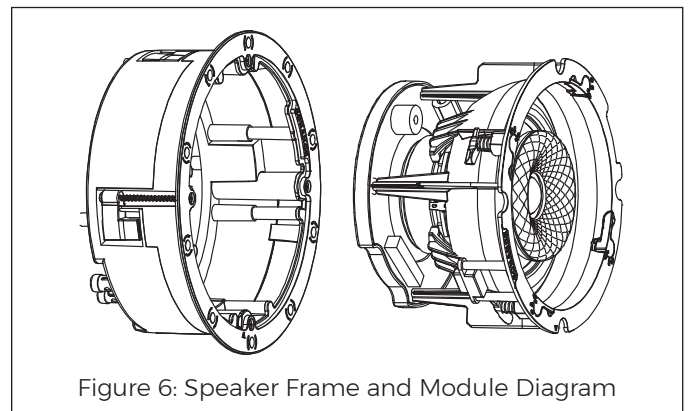


Figure 6: Speaker Frame and Module Diagram

- Use thumb pressure to rotate the VX speaker module Flex Frame latch into the UNLOCKED position.

- Remove the speaker module from the frame (see Figure 7).

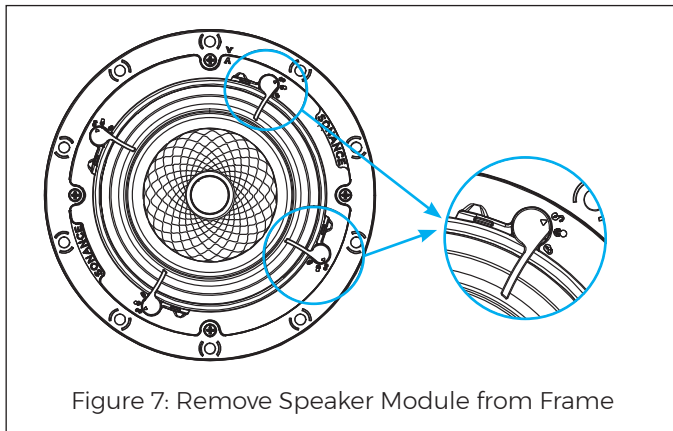


Figure 7: Remove Speaker Module from Frame

- Reserve the speaker module in a safe place for step 8.
- Secure the speaker wires to the speaker frame using the spring loaded connector posts (see Figure 8).

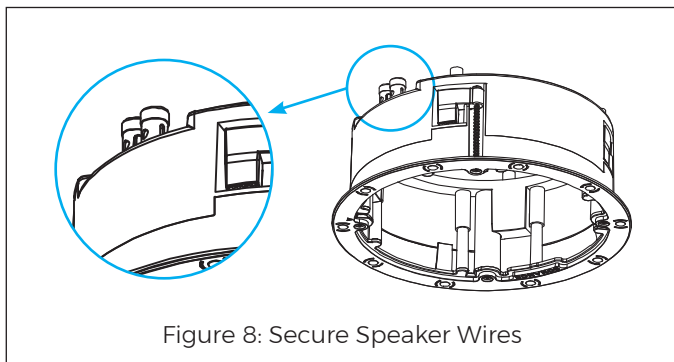


Figure 8: Secure Speaker Wires

- The speaker's connector posts are spring-loaded. Push the top of each connector post down to open the connector and insert the exposed wires into the holes in the posts.
- The speaker's positive post is labeled with a red dot; the negative post is labeled with a black dot.
- Install the wired VX speaker frame into the cutout in the installation surface. Make sure all Roto-Lock toggle feet are retracted so that they are tucked within the mounting hole's borders and then insert the speaker frame into the hole (see Figure 9).

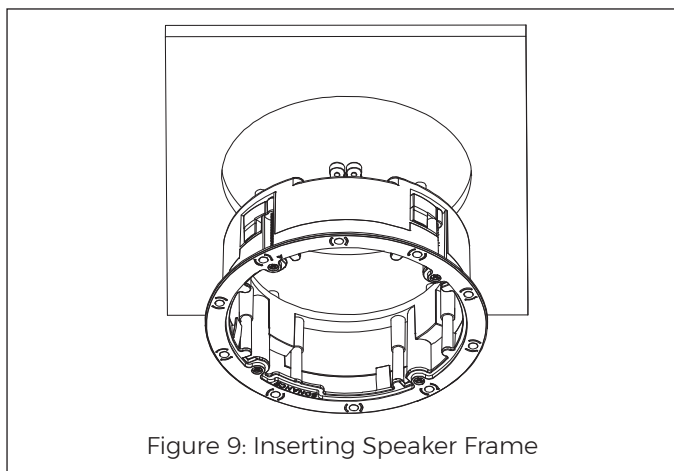


Figure 9: Inserting Speaker Frame

- Tighten the four screws on the front baffle to clamp the Roto-Lock toggle feet into position, securing the speaker frame to the surface (see Figure 10).

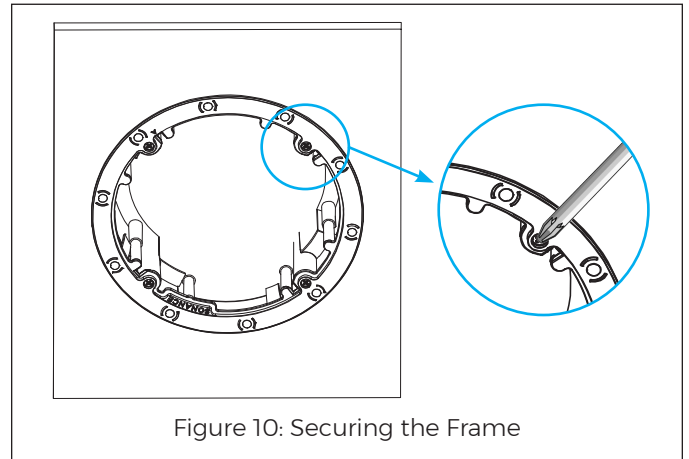


Figure 10: Securing the Frame

IMPORTANT: Always use low-torque settings when using a screw gun and go very slowly; never over tighten.

- Use thumb pressure to rotate the VX speaker module Flex Frame latch into the middle HOLD position (see Figure 11).

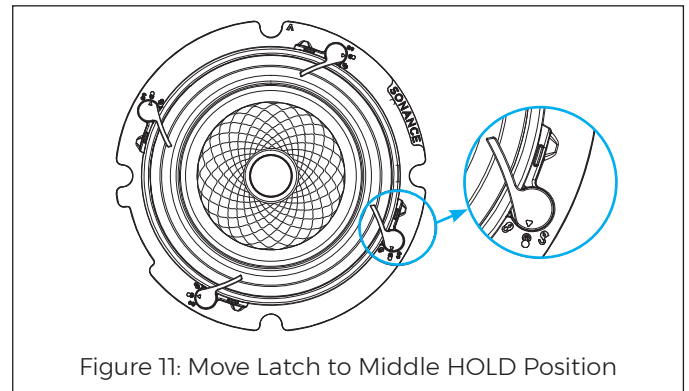


Figure 11: Move Latch to Middle HOLD Position

- Firmly and fluidly snap the VX speaker module into the installed VX speaker frame. Line up the bright blue alignment fin of the speaker module with the matching blue alignment notch on the speaker frame (see Figure 12).

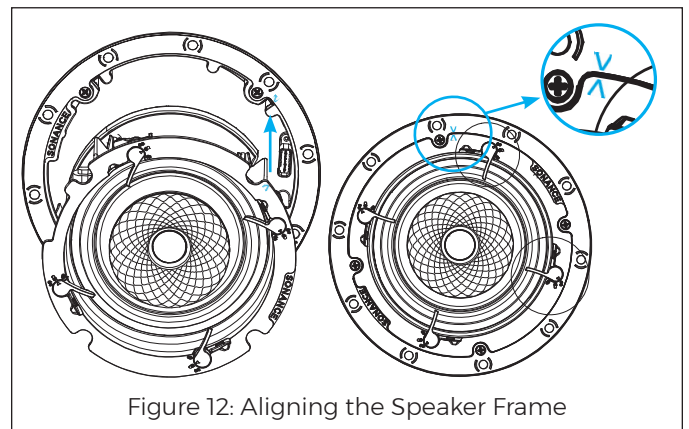


Figure 12: Aligning the Speaker Frame

- Press firmly to snap the speaker into the frame. Once you hear the "click," the speaker will be secure. Carefully remove your hand to ensure the speaker is locked into place.

12. Use thumb pressure to rotate the VX speaker module Flex Frame latch into the LOCKED position (see Figure 13).

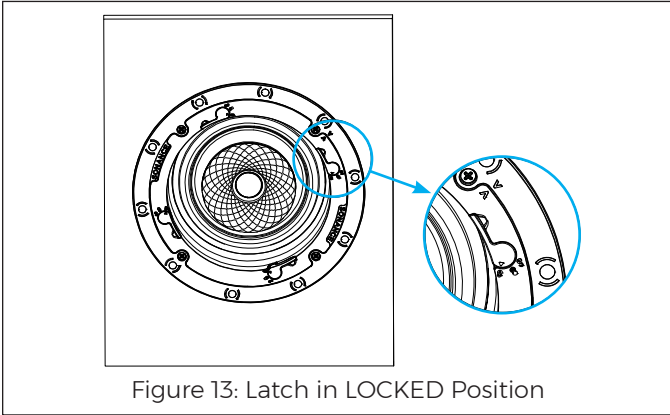


Figure 13: Latch in LOCKED Position

13. The VX grille is held in place by several small, powerful magnets on the speaker frame. Place the grille against the speaker and the magnets will hold it firmly in place. When properly installed, the grille flange should make contact with the surface all the way around the speaker.

PAINTING THE GRILLES

Sonance Visual Experience Series speaker grilles completely cover the exposed speaker frame, so only the grilles (not the speakers themselves) require painting.

1. Remove and save the scrim cloth from the back of the grille.
2. Prime the grille with a metal primer/bonder in a spray can. Carefully follow the manufacturer's directions on the can.

3. We recommend using water-based latex paint on the grilles. Thin the paint with a proper thinning agent to a ratio of 1:1 paint-to-thinner, and strain it through a standard mesh strainer to remove any lumps.
4. Use a small touch-up gun or cap-spray gun with a #3 tip for painting.
 - Set the nozzle with a medium to wide fan.
 - Set the pressure regulator to 60psi.
 - Lightly spray the front of the grille in three quick strokes from approximately 10" away.
 - Let the paint set for a minute, then turn the grille 90° and lightly spray the grille again in three quick strokes.
 - Repeat this step until all four sides of the grille have been evenly painted.
5. While the paint is still wet, inspect the grille and make sure that excess paint has not collected underneath the grille frame, and that none of the grille perforations are filled with paint. If any are, use compressed air to blow the paint out of the perforations.

IMPORTANT: If you find any grille perforations that are plugged with paint after the paint has dried, use a straight pin or sewing needle to carefully remove the paint.

6. Optional step. Reattach the scrim cloth to the back of the grille. Once the paint has dried, you may need to use an extremely light single pass coating of 3M Super 76 spray adhesive.
7. Once the paint has thoroughly dried, mount the grille on the speaker.

TECHNICAL SPECIFICATIONS - 4 INCH RECTANGLE

VX42

Tweeter	0.75" (19mm) cloth dome, Ferrofluid-cooled, acoustic back chamber
Woofers	4.5" (114mm) textured polypropylene cone, rubber surround
Dispersion Technology	Sinusoidal textured waveguide
Frequency Response	60Hz - 20kHz +/-3dB
Impedance	8 ohms nominal; 6 ohms minimum
Power Handling	5 watts minimum; 70 watts maximum
Sensitivity	89dB SPL (2.83V/1 meter)
Mounting Technology	Flex Frame 1 or 2-stage, 4 x RotoLock® Clamps
Micro Trim Grille (WxH)	5.47" x 8.8" (139.1mm x 223.6mm)
Trimless Grille (WxH)	5.13" x 8.46" (130.2mm x 214.8mm)
Speaker Mounting Depth (D)	3.28" (83.2mm)
Mounting Depth + Retrofit Encl.	3.84" (97.6mm)
Cut-Out Dims (WxH)	4.625" x 8" (117mm x 203mm)
Shipping Weight	6 lbs. (2.8kg)

VX46

Tweeter	0.75" (19mm) ceramic dome, Ferrofluid-cooled, acoustic back chamber
Woofers	4.5" (114mm) Kevlar/Nomex cone, rubber surround
Dispersion Technology	Sinusoidal textured waveguide
Frequency Response	58Hz - 20kHz +/-3dB
Impedance	8 ohms nominal; 6 ohms minimum
Power Handling	5 watts minimum; 80 watts maximum
Sensitivity	90dB SPL (2.83V/1 meter)
Mounting Technology	Flex Frame 1 or 2-stage, 4 x RotoLock® Clamps
Micro Trim Grille (WxH)	5.47" x 8.8" (139.1mm x 223.6mm)
Trimless Grille (WxH)	5.13" x 8.46" (130.2mm x 214.8mm)
Speaker Mounting Depth (D)	3.28" (83.2mm)
Mounting Depth + Retrofit Encl.	3.84" (97.6mm)
Cut-Out Dims (WxH)	4.625" x 8" (117mm x 203mm)
Shipping Weight	6 lbs. (2.8kg)

TECHNICAL SPECIFICATIONS - 4 INCH ROUND

VX42R

Tweeter	0.75" (19mm) cloth dome, Ferrofluid-cooled, acoustic back chamber
Woofer	4.5" (114mm) textured polypropylene cone, rubber surround, pivoting
Dispersion Technology	Sinusoidal textured waveguide
Speaker Pivot	Coincident Woofer + Tweeter Pivoting
Frequency Response	60Hz - 20kHz +/-3dB
Impedance	8 ohms nominal; 6 ohms minimum
Power Handling	5 watts minimum; 70 watts maximum
Sensitivity	89dB SPL (2.83V/1 meter)
Mounting Technology	Flex Frame 1 or 2-stage, 3 x RotoLock® Clamps
Round Micro Trim Grille (Dia)	6.77" (171.8mm)
Round Trimless Grille (Dia)	6.42" (163mm)
Square Micro Trim Grill (WxH)	6.77" x 6.77" (171.8mm x 171.8mm)
Square Trimless Grille (WxH)	6.42" x 6.42" (163mm x 163mm)
Speaker Mounting Depth (D)	4.53" (115mm)
Mounting Depth + Retrofit Encl.	5.75" (146.1mm)
Cut-Out Dims (Dia)	5.875" (149mm)
Shipping Weight	6 lbs. (2.8kg)

VX46R

Tweeter	0.75" (19mm) ceramic dome, Ferrofluid-cooled, acoustic back chamber
Woofer	4.5" (114mm) Kevlar/Nomex cone, rubber surround, pivoting
Dispersion Technology	Sinusoidal textured waveguide
Speaker Pivot	Coincident Woofer + Tweeter Pivoting
Frequency Response	58Hz - 20kHz +/-3dB
Impedance	8 ohms nominal; 6 ohms minimum
Power Handling	5 watts minimum; 80 watts maximum
Sensitivity	90dB SPL (2.83V/1 meter)
Mounting Technology	Flex Frame 1 or 2-stage, 3 x RotoLock® Clamps
Round Micro Trim Grille (Dia)	6.77" (171.8mm)
Round Trimless Grille (Dia)	6.42" (163mm)
Square Micro Trim Grill (WxH)	6.77" x 6.77" (171.8mm x 171.8mm)
Square Trimless Grille (WxH)	6.42" x 6.42" (163mm x 163mm)
Speaker Mounting Depth (D)	4.61" (117.1mm)
Mounting Depth + Retrofit Encl.	5.75" (146.1mm)
Cut-Out Dims (Dia)	5.875" (149mm)
Shipping Weight	6 lbs. (2.8kg)

TECHNICAL SPECIFICATIONS - 6 INCH RECTANGLE

VX62

Tweeter	1" (25mm) cloth dome, Ferrofluid-cooled, acoustic back chamber
Woofers	6.5" (165mm) textured polypropylene cone, rubber surround
Dispersion Technology	Sinusoidal textured waveguide
Frequency Response	45Hz - 20kHz +/-3dB
Impedance	8 ohms nominal; 6 ohms minimum
Power Handling	5 watts minimum; 125 watts maximum
Sensitivity	89dB SPL (2.83V/1 meter)
Mounting Technology	Flex Frame 1 or 2-stage, 4 x RotoLock® Clamps
Micro Trim Grille (WxH)	8.23" x 12.12" (208.9mm x 307.7mm)
Trimless Grille (WxH)	7.88" x 11.77" (200.1mm x 298.9mm)
Speaker Mounting Depth (D)	3.48" (88.3mm)
Mounting Depth + Retrofit Encl.	3.84" (97.6mm)
Cut-Out Dims (WxH)	6.9375" x 10.75" (176mm x 273mm)
Shipping Weight	9 lbs. (4.1kg)

VX66

Tweeter	1" (25mm) ceramic dome, Ferrofluid-cooled, acoustic back chamber
Woofers	6.5" (165mm) Kevlar/Nomex cone, rubber surround
Dispersion Technology	Sinusoidal textured waveguide
Frequency Response	43Hz - 20kHz +/-3dB
Impedance	8 ohms nominal; 6 ohms minimum
Power Handling	5 watts minimum; 140 watts maximum
Sensitivity	90dB SPL (2.83V/1 meter)
Mounting Technology	Flex Frame 1 or 2-stage, 4 x RotoLock® Clamps
Micro Trim Grille (WxH)	8.23" x 12.12" (208.9mm x 307.7mm)
Trimless Grille (WxH)	7.88" x 11.77" (200.1mm x 298.9mm)
Speaker Mounting Depth (D)	3.48" (88.3mm)
Mounting Depth + Retrofit Encl.	3.84" (97.6mm)
Cut-Out Dims (WxH)	6.9375" x 10.75" (176mm x 273mm)
Shipping Weight	10 lbs. (4.5kg)

TECHNICAL SPECIFICATIONS - 6 INCH ROUND

VX62R

Tweeter	1" (25mm) cloth dome, Ferrofluid-cooled, acoustic back chamber
Woofers	6.5" (165mm) textured polypropylene cone, rubber surround, pivoting
Dispersion Technology	Sinusoidal textured waveguide
Speaker Pivoting	Coincident Woofer + Tweeter Pivoting
Frequency Response	45Hz - 20kHz +/-3dB
Impedance	8 ohms nominal; 6 ohms minimum
Power Handling	5 watts minimum; 125 watts maximum
Sensitivity	89dB SPL (2.83V/1 meter)
Mounting Technology	Flex Frame 1 or 2-stage, 4 x RotoLock® Clamps

VX64R

Tweeter	1" (25mm) ceramic dome, Ferrofluid-cooled, acoustic back chamber
Woofers	6.5" (165mm) textured polypropylene cone, rubber surround, pivoting
Dispersion Technology	Sinusoidal textured waveguide
Speaker Pivoting	Coincident Woofer + Tweeter Pivoting
Frequency Response	45Hz - 20kHz +/-3dB
Impedance	8 ohms nominal; 6 ohms minimum
Power Handling	5 watts minimum; 125 watts maximum
Sensitivity	89dB SPL (2.83V/1 meter)
Mounting Technology	Flex Frame 1 or 2-stage, 4 x RotoLock® Clamps

VX66R

Tweeter	1" (25mm) ceramic dome, Ferrofluid-cooled, acoustic back chamber
Woofers	6.5" (165mm) Kevlar/ Nomex cone, rubber surround, pivoting
Dispersion Technology	Sinusoidal textured waveguide
Speaker Pivoting	Coincident Woofer + Tweeter Pivoting
Frequency Response	43Hz - 20kHz +/-3dB
Impedance	8 ohms nominal; 6 ohms minimum
Power Handling	5 watts minimum; 140 watts maximum
Sensitivity	90dB SPL (2.83V/1 meter)
Mounting Technology	Flex Frame 1 or 2-stage, 4 x RotoLock® Clamps

SHARED DIMENSIONS

Round Micro Trim Grille (Dia):	9.62" (244.4mm)	Speaker Mounting Depth (D):	4.92" (125mm)
Round Trimless Grille (Dia):	9.28" (235.6mm)	Mounting Depth + Retrofit Encl.:	5.75" (146.1mm)
Square Micro Trim Grill (WxH):	9.62" x 9.62" (244.4mm x 244.4mm)	Cut-Out Dims (Dia):	8.25" (210mm)
Square Trimless Grille (WxH):	9.28" x 9.28" (235.6mm x 235.6mm)	Shipping Weight:	9 lbs. (4.1kg)

TECHNICAL SPECIFICATIONS - 8 INCH RECTANGLE

VX82

Tweeter	1.2" (30mm) cloth dome, Ferrofluid-cooled, acoustic back chamber
Woofers	8" (203mm) textured polypropylene cone, rubber surround
Dispersion Technology	Sinusoidal textured waveguide
Frequency Response	38Hz - 20kHz +/-3dB
Impedance	8 ohms nominal; 6 ohms minimum
Power Handling	5 watts minimum; 125 watts maximum
Sensitivity	90dB SPL (2.83V/1 meter)
Mounting Technology	Flex Frame 1 or 2-stage, 6 x RotoLock® Clamps
Micro Trim Grille (WxH)	9.72" x 15.87" (246.8mm x 403.1mm)
Trimless Grille (WxH)	9.37" x 15.52" (238.0mm x 394.3mm)
Speaker Mounting Depth (D)	3.64" (92.4mm)
Mounting Depth + Retrofit Encl.	3.86" (98.1mm)
Cut-Out Dims (WxH)	8.5" x 14.5" (216mm x 368mm)
Shipping Weight	20 lbs. (9kg)

VX86

Tweeter	1.2" (30mm) ceramic dome, Ferrofluid-cooled, acoustic back chamber
Woofers	8" (203mm) Kevlar/Nomex cone, rubber surround
Dispersion Technology	Sinusoidal textured waveguide
Frequency Response	34Hz - 20kHz +/-3dB
Impedance	8 ohms nominal; 6 ohms minimum
Power Handling	5 watts minimum; 150 watts maximum
Sensitivity	91dB SPL (2.83V/1 meter)
Mounting Technology	Flex Frame 1 or 2-stage, 6 x RotoLock® Clamps
Micro Trim Grille (WxH)	9.72" x 15.87" (246.8mm x 403.1mm)
Trimless Grille (WxH)	9.37" x 15.52" (238.0mm x 394.3mm)
Speaker Mounting Depth (D)	3.64" (92.4mm)
Mounting Depth + Retrofit Encl.	3.86" (98.1mm)
Cut-Out Dims (WxH)	8.5" x 14.5" (216mm x 368mm)
Shipping Weight	20 lbs. (9kg)

TECHNICAL SPECIFICATIONS - 8 INCH ROUND

VX82R

Tweeter	1.2" (30mm) cloth dome, acoustic back chamber, Ferrofluid-cooled
Woofer	8" (203mm) textured polypropylene cone, rubber surround, pivoting
Dispersion Technology	Sinusoidal textured waveguide
Speaker Pivot	Coincident Woofer + Tweeter Pivoting
Frequency Response	38Hz - 20kHz +/-3dB
Impedance	8 ohms nominal; 6 ohms minimum
Power Handling	5 watts minimum; 125 watts maximum
Sensitivity	90dB SPL (2.83V/1 meter)
Mounting Technology	Flex Frame 1 or 2-stage, 4 x RotoLock® Clamps
Round Micro Trim Grille (Dia)	11.52" (292.6mm)
Round Trimless Grille (Dia)	11.17" (283.8mm)
Square Micro Trim Grill (WxH)	11.52" x 11.52" (292.6mm x 292.6mm)
Square Trimless Grille (WxH)	11.17" x 11.17" (283.8mm x 283.8mm)
Speaker Mounting Depth (D)	5.51" (140mm)
Mounting Depth + Retrofit Encl.	6.52" (165.6mm)
Cut-Out Dims (Dia)	10.125" (257mm)
Shipping Weight	20 lbs. (9kg)

VX86R

Tweeter	1.2" (30mm) ceramic dome, acoustic back chamber, Ferrofluid-cooled
Woofer	8" (203mm) Kevlar/Nomex cone, rubber surround, pivoting
Dispersion Technology	Sinusoidal textured waveguide
Speaker Pivot	Coincident Woofer + Tweeter Pivoting
Frequency Response	34Hz - 20kHz +/-3dB
Impedance	8 ohms nominal; 6 ohms minimum
Power Handling	5 watts minimum; 150 watts maximum
Sensitivity	91dB SPL (2.83V/1 meter)
Mounting Technology	Flex Frame 1 or 2-stage, 4 x RotoLock® Clamps
Round Micro Trim Grille (Dia)	11.52" (292.6mm)
Round Trimless Grille (Dia)	11.17" (283.8mm)
Square Micro Trim Grill (WxH)	11.52" x 11.52" (292.6mm x 292.6mm)
Square Trimless Grille (WxH)	11.17" x 11.17" (283.8mm x 283.8mm)
Speaker Mounting Depth (D)	5.51" (140mm)
Mounting Depth + Retrofit Encl.	6.52" (165.6mm)
Cut-Out Dims (Dia)	10.125" (257mm)
Shipping Weight	20 lbs. (9kg)

LIMITED LIFETIME WARRANTY

Sonance warrants to the first end-user purchaser that this Sonance-brand product ("Product"), when purchased from an authorized Sonance Dealer/Distributor, will be free from defective workmanship and materials for the life of the Product, except for the grille, which is warranted for five (5) years. Sonance will at its option and expense either repair the defect or replace the Product with a new or remanufactured Product or a reasonable equivalent.

EXCLUSIONS: TO THE EXTENT PERMITTED BY LAW, THE WARRANTY SET FORTH ABOVE IS IN LIEU OF, AND EXCLUSIVE OF, ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AND IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY SONANCE. ALL OTHER EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, IMPLIED WARRANTY OF FITNESS FOR USE, AND IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE ARE SPECIFICALLY EXCLUDED. No one is authorized to make or modify any warranties on behalf of Sonance.

The warranty stated above is the sole and exclusive remedy and Sonance's performance shall constitute full and final satisfaction of all obligations, liabilities and claims with respect to the Product.

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Additional Limitations and Exclusions from Warranty Coverage: The warranty described above is non-transferable, applies only to the initial installation of the Product, does not include installation of any repaired or replaced Product, does not include damage to allied or associated equipment which may result for any reason from use with this Product, and does not include labor or parts caused by accident, disaster, negligence, improper installation, misuse (e.g. overdriving the amplifier or speaker, excessive heat or cold or humidity, outdoor installation), or from service or repair which has not been authorized by Sonance.

Obtaining Authorized Service: To qualify for the warranty, you must contact your authorized Sonance Dealer/Installer or call Sonance Customer Service at (949) 492-7777, must obtain a return merchandise number (RMA), and must deliver the Product to Sonance shipping prepaid during the warranty period, together with the original sales receipt, or invoice or other satisfactory proof of purchase.

In order to initiate a warranty claim:

1. Contact Sonance Technical Support with a description of the fault, the amplifier's serial number and the date of purchase from an authorized Sonance dealer at: technicalsupport@sonance.com
2. Sonance Technical Support will follow-up and may request additional troubleshooting.
3. Once a determination has been made on the fault, Sonance Customer Service will follow-up by email. Please have a scanned copy of your Sonance Visual Experience Speaker sales invoice ready to send upon request to document the speaker's warranty status.
4. Sonance Customer Service will provide an RMA number to be included on the shipping label of the packaging. Please send the speaker back in its original factory carton, which has been specifically designed to protect the speaker during transit.

Contact us at: <https://www.sonance.com/company/contact>

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