

# SAFETY, WARRANTY AND TECHNICAL SUPPORT INSTRUCTIONS

VERSION 4 - ENGLISH (EN)

The latest version of this document and the User Manual  
of this device may be accessed at <https://tierra.audio/support>





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# 1. HEALTH AND SAFETY INSTRUCTIONS

Before using this product (hereinafter “the device”), please make sure to read this document carefully in its entirety to ensure your safety, that of the device and of your work environment. Please note that it is advisable to keep these instructions always at hand as a possible reference.

## **Where and how to use the device**

You should use the device on a clean, flat, stable surface protected from moisture and extreme temperatures. It is best to secure it in a standard 19-inch rack or cabinet with the four fastening screws conveniently tightened.

Please make sure the device is kept away from any liquid or source of moisture. Never handle the device with wet or damp hands.

The device must be located in a well-ventilated area, preferably with no direct sunlight, or air flow from nearby air conditioning systems (i.e. sources of cold or heat). Lack of ventilation can cause the device to overheat. It is imperative that the ventilation slots located on the sides of the device are always clean and clear.

The device in operation can reach high temperatures. It should not be used in contact with the skin (for example, on the legs) or on surfaces that may be affected by an excess of temperature due to a risk of burn injuries or irreparable damage.

Special care must be taken with the power cord. Make sure that it is not placed in an area prone to being stepped on, or pierced with any sharp or pointed object, and that it does not interfere with the passage of animals, people or vehicles.

This device is not a toy. You must keep the device out of reach of children, animals and anyone without sufficient preparation and knowledge to handle it in conditions of absolute safety.

## How to care for the device

Never force a connector. If you have difficulties making a connection, make sure that the cable connector and the device connector are completely clean and in good condition.

Always connect the device to a stable power supply, with the proper voltage and with a ground in perfect condition.

Please follow the following instructions carefully to clean the outside of the device:

1. Turn off and disconnect the device from the electric current.
2. Use a clean cloth and carefully go along the device to clean it.
3. If necessary, moisten the cloth using distilled water making sure that no liquid gets into the device.
4. Use another clean dry cloth to remove the remaining moisture.
5. Do not use aerosol sprays, solvents, cleaning chemicals or abrasive liquids.

Both the cherry wood front and the packaging are chemically treated to prevent vermin entry and/or harbourage, as well as to prevent dirt and humidity from affecting their qualities. However, if cleaning is necessary, you can use a clean cloth dampened with distilled water, and then dry both of them with a clean dry cloth.

Disconnect the device from the power in the event of a thunderstorm or if you are not going to use it for a long period of time.

Never open, modify or attempt to repair the device yourself. For your own safety, in case of failure, the repair must always be carried out by qualified personnel, in a safe environment, and with the appropriate tools and safety measures.

The device must be checked by qualified personnel if any of the following situations occur:

1. When the cable, fuse or power supply connector is partially or totally damaged.
2. When an object or liquid has fallen on the device or has been introduced into it, whether intentionally or not.
3. When the device has been hit due to a fall, even while it was still within its packaging.
4. When the device does not work as it should or its performance is partially or totally affected.

## 2. TERMS OF USE

The user undertakes to read and fully comply with the safety and health instructions described in this document, as well as the information regarding the terms of use, the limited warranty and the exclusions from the limited warranty.

The user undertakes to use the device for the specific purpose it was manufactured for, and under the safety and health conditions specified herein. Any other use will not be authorized by TIERRA Audio and will be considered improper use. Therefore, TIERRA Audio is not responsible for any damages caused to people, animals and objects as a result of such misuse.

The user undertakes to take care of the device and the environment in which it is located in the best possible way so that neither the device, nor the people and animals that move next to it suffer damage of any kind.

In the event of any potential or actual dysfunction of the device, the user hereby agrees to promptly inform TIERRA Audio through private email or through the contact tools available for this purpose at **<https://tierra.audio>**.

The user undertakes not to open, modify or repair the device during the warranty period. Once the legal guarantee period has expired, the user undertakes not to open, modify or repair the device without sufficient technical and safety knowledge, and without having a controlled and adequate working environment.

### 3. LIMITED WARRANTY TERMS AND CONDITIONS

The company TIERRA Audio, S.L., with tax identification number ESB88145941, grants this limited warranty for the original product of TIERRA Audio (hereinafter “the device”) that you have purchased.

In accordance with the terms and conditions set forth in this limited warranty, TIERRA Audio hereby guarantees that the device does not present any material or manufacturing failures at the time of the original purchase.

This warranty shall be valid for three (3) years from the date of purchase by the end customer acquiring the new factory device for the first time and unused. The purchase invoice must include the date of purchase, the name of the device, and the original serial number.

Without presenting the original purchase invoice to TIERRA Audio, or to any of its authorized distributors or technical service representatives, no right derived from this limited warranty may be required from TIERRA Audio.

TIERRA Audio and its authorized technical service providers reserve the right to invoice a repair, replacement, and logistics charge if the device is found non-compliant with the terms of this warranty.

At the sole discretion of TIERRA Audio, this warranty consists of free repair or replacement of any material faults or manufacturing defects in the device through repair, replacement of components, or the complete replacement of the device. The right to a repair or replacement may be carried out with other products and / or functionally-equivalent repaired components. The components, modules and products replaced shall be the property of TIERRA Audio.

This limited warranty shall cease to be valid if an attempt has been made to open, repair or modify the device during the warranty period by personnel not authorized by TIERRA Audio; if the device identification sticker is partially or totally removed or manipulated, or if the security stickers located in different parts of the device have been partially or totally removed or manipulated.

In the event that TIERRA Audio repairs the device, replaces any parts, or replaces the device, the warranty against the defect in question or the device replaced shall be valid for the remaining period of the original warranty or, if it is longer, for ninety (90) days from the date of repair.

No other rights shall be derived from this limited warranty, other than those described herein. In addition, as an end customer, you may have legal rights in your country that are not limited by this limited warranty.

This limited warranty does not restrict your legal rights or consumer rights against the distributor that result from the sales contract.

There is no explicit guarantee, either written or verbal, except this printed or digital version of the limited warranty. All implied warranties included, but not limited to these warranties of merchantability and fitness for a particular purpose, will be valid for the duration of this limited warranty.

Provided that an exclusion of liability is allowed, TIERRA Audio shall not be liable for incidental or consequential damages of any kind, including, but not limited to, loss of profits or other commercial damage.

### **Exclusions from this limited warranty**

- Accessories, packaging, documents and stickers provided with the device.
- Failures or damage caused by improper use of the device or not following the safety and health instructions during use and maintenance.
- Faults or damage caused by abuse of the device, such as scratches, abrasions, breaks, knocks, liquid remains, internal or external pollutants, excessive humidity or connection to the mains with an inadequate voltage, and without prejudice to any other possible internal or external damages.
- Failures or irrelevant divergences in the quality of the device and its finishing that are insignificant for value and correct use.
- Failure or damage due to normal use of the device.
- Device failure or damage due to force majeure events.
- Device failures or damage already known when purchasing this device
- Failure or damage caused by the use of accessories or peripherals other than the original ones designed for this device.
- Failure or damage totally or partially derived from any modifications or attempts to modify the device or any of its parts, provided that TIERRA Audio has not explicitly authorized such modifications in writing and has been previously informed about them in writing.

In some countries / states, the exclusion or limitation of incidental or consequential damages, or the limitation of the duration of implied warranties, is not allowed. In that case, the above limitations or exclusions will not apply.



## 4. TECHNICAL SUPPORT

Sometimes, even the best devices fail over time. And, if that should happen, you can count on us.

If you followed all the instructions in the “Troubleshooting” section, and still consider that the device needs the attention of our Technical Support Service, we want you to find it very easy to contact us and solve any problem in your device regardless of whether or not it is under the warranty period.

Our goal is to provide you with an effective solution in less than 24h-72h, depending on your country of residence. Don't you think this is great?

We offer you **three very simple ways to contact us** to start the repair or replacement of the device as soon as possible, both within and outside the warranty period:

1. Access your private area at <https://my.tierra.audio> and open a new ticket with our technical support from the section: Services associated with your registered device. This is the fastest and most effective way!
2. Or, if you prefer, send us an email to [team@tierra.audio](mailto:team@tierra.audio) indicating who you are and how we can help you.
3. You can also contact the store directly or the Distributor that sold you your TIERRA Audio device. They will know how to help you in the fastest and most convenient way, and they will work hand in hand with us to have it ready in the shortest possible time.

In the event that your device is still covered by the warranty, we will bear all associated repair, replacement and logistics costs.

For this, it is imperative that you send the product properly protected inside the original packaging, together with all the original accessories and complements, and that you have the original purchase invoice and the *Certificate of Authenticity and Quality* that accompanies the device.

In case your device needs to be repaired or replaced outside the warranty period, we will clearly and accurately inform you of the full associated cost so that you decide how to proceed before we perform any kind of intervention on the device.

## 5. WARRANTY EXTENSION

Please check <https://tierra.audio/services> for the different warranty extension options for an urgent repair and replacement service for out-of-warranty devices.

If you have a *Pure Analog + Pure Digital Edition* series equipment, you can hire the TIERRA Pulse service to get all the advantages of our intelligent self-diagnosis system directly connected to our Technical Support service.

Find out more at <https://tierra.audio/tierra-pulse>.

## 6. LEGAL FRAMEWORK

### Publication and compilation notice

This document has been compiled, edited and printed in Spain by TIERRA Audio, S.L. on recycled paper. Its contents, and the information and instructions contained herein, are subject to change without prior notice.

If new versions of the product are released, or any changes in the legislation in force in each country / state occur, this document may not include updated features or new maintenance options.

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Any error, or legal assumption not stated in this document, will be resolved by TIERRA Audio and made public through its official website (<https://tierra.audio>) and / or through its digital social media.

### Waste regulations

This symbol indicates that, in accordance with local regulations, your product and / or your battery must be disposed separately from domestic waste. When this product reaches the end of its useful service, you should take it to a waste collection point duly designated by the local authorities. Separate collection and recycling of the product or its battery at the time of disposal will help protect



natural resources and ensure recycling in a way that protects human health, animal health and the environment.

### **European declaration of conformity**

Hereby, TIERRA Audio, S.L., declares that this device and its AC adapter meet the fundamental requirements of all relevant directives and regulations that apply within the European Community, including Directive 2014/53 / EU.

The EC Declaration of Conformity of the EU of this device can be downloaded from the official website of TIERRA Audio:

1. Visit <https://tierra.audio/support>.
2. Select your device model.
3. Select 'Declaration of Conformity'.



The Declaration may be consulted online or downloaded in PDF format.

### **Trademarks**

TIERRA Audio is a trademark or registered trademark of TIERRA Audio, S.L., as well as its inventions, products, services and brands such as BMI, Lava Preamp, Calima Preamp, Boreal FET Compressor, Gravity VCA Bus Compressor, Icicle Equalizer, Canyon 16 Summing Mixer, Lava Preamp Analog Edition, Calima Preamp Analog Edition, Boreal FET Compressor Analog Edition, Gravity VCA Bus Compressor Analog Edition, Icicle Equalizer Analog Edition, Canyon 16 Summing Mixer Analog Edition, TIERRA Pulse, TIERRA Academy, TIERRA Cloud, TIERRA Green and TIERRA Assistant.

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