



## LIMITED FIVE-YEAR WARRANTY

MESA/Boogie products are designed and constructed with a devotion to quality and performance that originates in the handcrafted tradition of fine musical instruments. We still build each amplifier and cabinet to provide lasting value and inspirational musical performance. With proper use and maintenance, your MESA/Boogie can last indefinitely and provide decades of enjoyment. To assure you of quality performance and trouble-free service, your MESA amplifier or cabinet are covered by this Limited Warranty.

MESA/Boogie, Ltd. warrants to the original purchaser that this MESA amplifier or cabinet, if used under normal operating conditions, as determined at MESA's sole and absolute discretion, will be free of defects in parts and workmanship for a period of five (5) years. Speakers used within your MESA amplifier or cabinet are warranted for three (3) years, while all included light bulbs, vacuum tubes, batteries, cables, and accessories are warranted for six (6) months. All warranty periods are effective from the original date of retail purchase so long as the owner can provide MESA with a verifiable copy of the original sales receipt showing purchaser's name, date of retail purchase, model type, product serial number, dealer name and address. Original sales receipts may be scanned and e-mailed to MESA/Boogie's Customer Service Department at [warranty@mesaboogie.com](mailto:warranty@mesaboogie.com) or mailed to the MESA/Boogie address listed below. All warranty claims are subject to inspection by MESA and/or a local Authorized MESA/Boogie Service Center to determine improper operating conditions or abuse. Products determined to be defective by MESA or any Authorized MESA/Boogie Service Center will be repaired or, at MESA's sole discretion, replaced by another similar unit without charge to the owner, excluding any transportation costs.

This Limited Warranty applies only to MESA amplifiers or cabinets sold by an Authorized MESA/Boogie Dealer in the 50 United States and Canada, and is void if the product has been used outside of these two designated territories; has been used for rental or damaged by alteration, accident or neglect; has been repaired improperly by non-authorized service centers or if the serial number has been defaced, removed or counterfeit. The foregoing constitutes the only warranty made by MESA/Boogie Ltd. with respect to the products and is made expressly in lieu of all other warranties expressed or implied. MESA/Boogie Ltd. shall not be responsible for providing any product loans, nor liable for damages based on inconvenience, loss of use, lost profits, lost savings, damage to any other equipment or other items at the site of use, or any other damages whether incidental, consequential or otherwise. Any implied warranties, including without limitation, any implied warranties of merchantability or fitness for any particular purpose, imposed under state law are limited to the duration of this limited warranty. Some states do not allow limitation on how long an implied warranty lasts, so the above limitations may not be applicable to you.

### Owner Maintenance

Your MESA/Boogie amplifier may utilize vacuum tubes, which, like car tires, wear out with use and require some periodic maintenance. Most tube amplifier problems are caused by tube failure and can usually be cured simply by replacing the bad tube(s). The physical act of replacing a bad tube, much like replacing a bad light bulb in your home or a broken string on your guitar, is a simple process for which the owner is responsible. Replacement of tubes outside their own warranty period is considered routine maintenance and is also the owner's responsibility. Damage to the amplifier caused by out-of-warranty tubes, while rare, may not be covered under this Warranty. This Warranty becomes void if any tubes other than genuine MESA tubes are used. Abuse, misuse or failure to properly maintain your MESA amplifier or cabinet may, at MESA's sole discretion, invalidate this Warranty.

### First-Aid – Troubleshooting Help

Most problems can be self-resolved in minutes by referring to the troubleshooting guide in your owner's manual or online at [mesaboogie.com/support](http://mesaboogie.com/support) where you'll find answers to a wide range of FAQs, other tips and service resources. In those rare cases when basic troubleshooting doesn't solve the problem, please visit [mesaboogie.com/support](http://mesaboogie.com/support) and select Service & Warranty for further information. In the event troubleshooting steps do not alleviate the problem, your MESA product may be serviced by a local Authorized MESA/Boogie Service Center or you have the option to request a Return Authorization (RA) online by visiting [mesaboogie.com/support](http://mesaboogie.com/support) and selecting Service & Warranty to ship your product to MESA for service.

**IMPORTANT! PLEASE DO NOT SEND ANY MESA PRODUCTS BACK TO MESA WITHOUT FIRST RECEIVING AN RA NUMBER!**

### Return Authorization

Upon receiving your RA request, a MESA Product Specialist will contact you to review the issue, provide further instructions and cover any potential costs. MESA will make every effort to complete the repair as quickly as possible in the order it was received. If you require priority rush service, extra charges may apply. MESA cannot accept responsibility for products shipped to us that become damaged in shipping due to poor packaging. Please save your original packaging material and inspect it thoroughly before re-use.

Please read and follow the information in your owner's manual including the safety guides and the warning against exposure to high sound levels, which may cause permanent hearing damage. Use your MESA/Boogie product with common sense and professionalism. Our reputation relies upon your lasting satisfaction with our products and our service. Should problems occur, we are here to assist you. We sincerely thank you for choosing us to be your amplifier company.

*Welcome to the Family!*