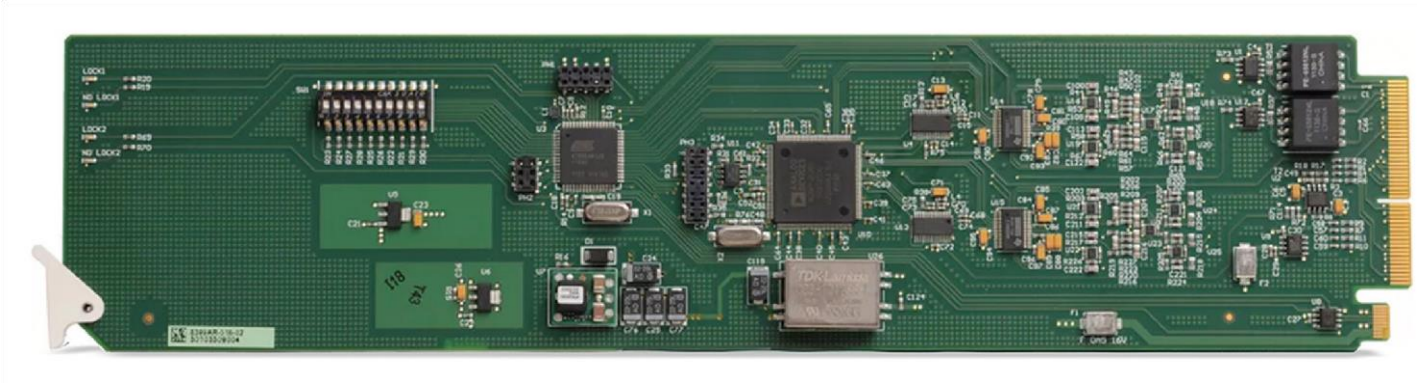
9930ADC-AES75-RG



Dual AES/EBU to Quad Analog Audio Converter

PRODUCT MANUAL

openGear

Cobalt Digital

2506 Galen Dr.
Champaign, IL. 61821 USA
217-344-1243
cobaltdigital.com

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Trademark Information

Cobalt® is a registered trademark of Cobalt Digital Inc.

openGear® is a registered trademark of Ross Video Limited.

DashBoard™ is a trademark of Ross Video Limited.

A word of Thanks

Thank you for choosing the openGear 9930DAC-AES75-RG Dual AES/EBU to Quad Analog Audio Converter. Your 9930DAC-AES75-RG is part of a full line of Digital products within the openGear Terminal Equipment.

You will be pleased at how easily your new 9930DAC-AES75-RG fits into your overall working environment. Equally pleasing is the product quality, reliability and functionality. Thank you for joining the group of worldwide satisfied Cobalt Digital customers!

Should you have a question pertaining to the installation or operation of your 9930DAC-AES75-RG, please contact us at the numbers listed on the last page of this manual. Our technical support staff is always available for consultation, training, or service.

Manual No.	9930DAC-AES75-RG-OM
Document Version:	V1.0
Release Date:	September 19, 2024
Applicable for Firmware Version (or greater)	
Description of product/manual changes:	First release

Important Regulatory and Safety Notices

Before using this product and any associated equipment, refer to the "**Important Safety Instructions**" listed below so as to avoid personnel injury and to prevent product damage.

Products may require specific equipment, and /or installation procedures be carried out to satisfy certain regulatory compliance requirements. Notices have been included in this publication to call attention to these Specific requirements.

Symbol Meanings

This symbol on the equipment refers you to important operating and maintenance (servicing) instructions within the Product Manual Documentation. Failure to heed this information may present a major risk of damage or injury to persons or equipment.

Warning — *The symbol with the word "**Warning**" within the equipment manual indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.*

Caution — *The symbol with the word "**Caution**" within the equipment manual indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury. It may also be used to alert against unsafe practices.*

Notice — *The symbol with the word "**Notice**" within the equipment manual indicates a situation, which if not avoided, may result in major or minor equipment damage or a situation which could place the equipment in a non-compliant operating state.*

ESD Susceptibility — *This symbol is used to alert the user that an electrical or electronic device or assembly is susceptible to damage from an ESD event.*

Caution — *This product is intended to be a component product of the openGear® series frame. Refer to the openGear® Series Frame User Manual for important safety instructions regarding the proper installation and safe operation of the frame as well as its component products.*

Warning — *Certain parts of this equipment, namely the power supply area, still present a safety hazard, with the power switch in the OFF position. To avoid electrical shock, disconnect all A/C power cards from the chassis' rear appliance connectors before servicing this area.*

Warning — *Service barriers within this product are intended to protect the operator and service personnel from hazardous voltages. For continued safety, replace all barriers after any servicing. This product contains safety critical parts, which if incorrectly replaced may present a risk of fire or electrical shock. Components contained with the product's power supplies and power supply area, are not intended to be customer serviced and should be returned to the factory for repair. To reduce the risk of fire, replacement fuses must be the same time and rating. Only use attachments/accessories specified by the manufacturer.*

EMC Notices

United States of America FCC Part 15

This equipment has been tested and found to comply with the limits for a class A Digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case users will be required to correct the interference at their own expense.

Notice — *Changes or modifications to this equipment not expressly approved by Cobalt Digital could void the user's authority to operate this equipment.*

Canada

This Class "A" digital apparatus complies with Canadian ICES-003.

Cet appareil numerique de classe "A" est conforme à la norme NMB-003 du Canada.

Europe

This equipment is in compliance with the essential requirements and other relevant provisions of **CE Directive 93/68/EEC**.

International

This equipment has been tested to **CISPR 22:1997** along with amendments **A1:2000** and **A2:2002** and found to comply with the limits for a Class A Digital device.

Notice — *This is a Class A product. In domestic environments, this product may cause radio interference, in which case the user may have to take adequate measures.*

Maintenance/User Serviceable Parts

Routine maintenance to this openGear product is not required. This product contains no user serviceable parts. If the module does not appear to be working properly, please contact Technical

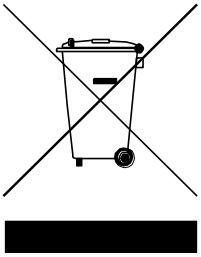
Support using the numbers listed under the "Contact Us" section on the last page of this manual. All openGear products are covered by a generous 3-year warranty and will be repaired without charge for materials or labor within this period. See the "Warranty and Repair Policy" section in this manual for details.

Environmental Information

The equipment that you purchased required the extraction and use of natural resources for its production. It may contain hazardous substances that could impact health and the environment.

To avoid the potential release of those substances into the environment and to diminish the need for the extraction of natural resources, Cobalt Digital encourages you to use the appropriate take-back systems. These systems will reuse or recycle most of the materials from your end-of-life equipment in an environmentally friendly and health-conscious manner.

The crossed-out wheeled bin symbol invites you to use these systems.



If you need more information on the collection, reuse, and recycling systems, please contact your local or regional waste administration.

You can also contact Cobalt Digital for more information on the environmental performance of our products.

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Contents

1. Introduction

This chapter contains the following sections:

- Overview
- Functional Block Diagram
- User Interfaces
- Documentation Terms and Conditions

1.1 Overview

The 9930DAC-AES75-RG Dual AES/EBU to Quad Analog Audio Converter is a broadcast quality modular product used to convert two channels of 24bit, unbalanced AES-3id signals to four channels of analog audio. The 9930DAC-AES75-RG supports audio sampling frequencies from 32kHz to 96kHz.

It converts the two incoming AES/EBU digital audio signals to two stereo analog audio signals using

24bit conversion technology. Cable equalization and reclocking techniques enable the 9930DAC-AES75-RG to recover the incoming digital audio signals reliably. The 9930DAC-AES75-RG provides 1 stereo analog output for each AES/EBU input as well as 2 reclocked copies of each AES/EBU input.

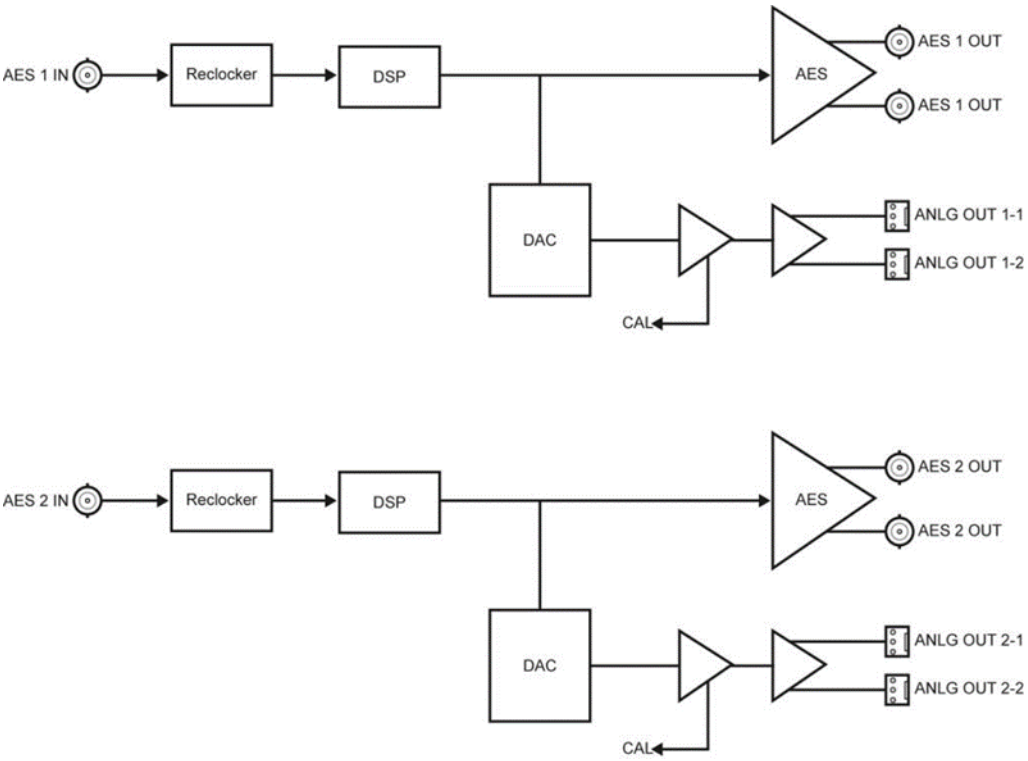
1.2 Features

The following features make the 9930DAC-AES75-RG the best solution for AES/EBU digital to analog audio conversion:

- 4 Channel Audio Conversion while providing AES/EBU signal distribution
- Cable equalization and data reclocking on the incoming AES/EBU signals
- Supports audio sampling frequencies from 32kHz to 96kHz
- 24bit technology provides the highest quality signal conversion
- 2 reclocked output copies of each AES/EBU input
- 75ohm unbalanced AES-3id I/O
- Balanced analog audio I/O
- Provides level control of output signals
- 3-year transferable warranty

1.3 Functional Block Diagram

This section provides a functional block diagram that outlines the workflow of the 9930DAC-AES75-RG.



1.4 User Interfaces

The 9930DAC-AES75-RG offers the following interfaces for control and monitoring.

1.4.1 DashBoard Control System™

The DashBoard Control System™ enables you to monitor and control openGear frames and cards from a computer. DashBoard communicates with other cards in the openGear series frame through the Index Controller Card. Download Dashboard at www.opengear.tv

For more information...

- on the menus in DashBoard, refer to the chapter "**DashBoard Menus**".
- on using DashBoard, refer to the ***DashBoard User Manual***.

1.4.2 Card-edge Controls

The 9930DAC-AES75-RG provides card-edge controls for adjusting the gain levels, selecting the reference, and configuring remote control options. The front-edge of the 9930DAC-AES75-RG also includes LEDs that display the status of the input signals.

For more information...

- on adjusting the output levels, refer to the section "**Card Overview**".
- on using the DIP switches on the card-edge, refer to the section "**Configuring the DIP Switches**".
- on monitoring the status using the card-edge LEDs, refer to the section "**Control and Monitoring Features**".

1.5 Documentation Terms and Conditions

The following terms are used throughout this manual:

- “Board”, and “Card” refer to the 9930DAC-AES75-RG card itself, including all components and switches.
- “DashBoard” refers to the DashBoard Control System™.
- “openGear series frame” refers to all versions of the 10-slot and 20-slot (openGear series frames) frames and any available options unless otherwise noted.
- “Frame” refers to the openGear series frame that houses the 9930DAC-AES75-RG, as well as any openGear frames.
- “Operator” and “User” refer to the person who uses the 9930DAC-AES75-RG.
- “System” and “Video system” refer to the mix of interconnected production and terminal equipment in which the 9930DAC-AES75-RG operates.
- The “**Operating Tips**” and “**Note**” boxes are used throughout this manual to provide additional user information.

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2 Installation

This chapter provides instructions for installing the Rear Module(s) for the 9930DAC-AES75-RG, installing the card into the frame, and cabling details.

These following topics are discussed:

- Before You Begin
- Installing the 9930DAC-AES75-RG
- Cabling for the 9930DAC-AES75-RG
- Software Upgrades for the 9930DAC-AES75-RG

2.1 Before You Begin

Before proceeding with the instructions in this chapter, ensure that your openGear series frame is properly installed according to the instructions in the ***openGear Frame User Manual***.

2.1.1 Static Discharge

Whenever handling the 9930DAC-AES75-RG and other related equipment, please observe all static discharge precautions as described in the following note:

ESD Susceptibility — *Static discharge can cause serious damage to sensitive semiconductor devices. Avoid handling circuit boards in high static environments such as carpeted areas and when synthetic fiber clothing is worn. Always exercise proper grounding precautions when working on circuit boards and related equipment.*

2.1.2 Unpacking

Unpack each 9930DAC-AES75-RG you received from the shipping container and ensure that all items are included. If any items are missing or damaged, contact your sales representative or Cobalt Digital directly.

2.2 Installing the 9930DAC-AES75-RG

This section outlines how to install a Rear Module in a openGear series frame. The same procedure applies regardless of the frame or card type. However, the specific Rear Module you need to install depends on the frame you are using. Note that Slot 1 is the left most slot as you look into the openGear frame from the front.

When installing the 9930DAC-AES75-RG in the openGear series frame, the RM20-9930ADC-B Full Rear Module is required.

2.2.1 Installing a Rear Module

If the Rear Module is already installed, proceed to the section "**Installing the 9930DAC-AES75-RG** ".

Use the following procedure to install the rear module in the openGear series frame:

1. Locate the card frame slots on the rear of the frame.
2. Remove the Blank Plate from the slot you have chosen for the 9930DAC-AES75-RG installation.
3. Install the bottom of the Rear Module in the **Module Seating Slot** at the base of the frame's back plane. (**Figure 2.1**)

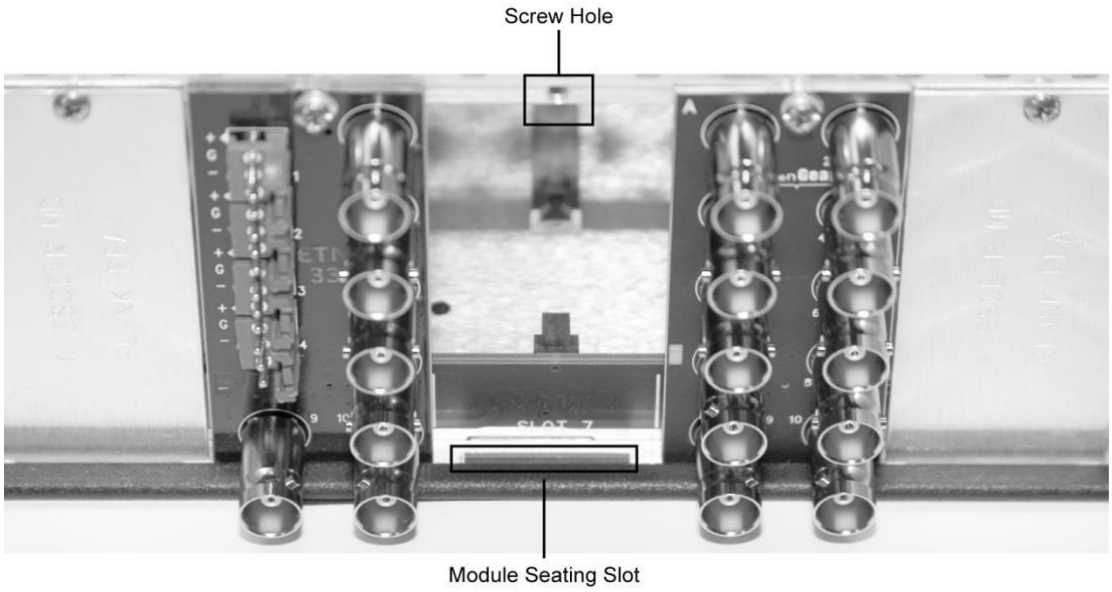

Figure 2.1 *Rear Module Installation in a openGear series Frame (9930DAC-AES75-RG not shown)*

4. Align the top hole of the Rear Module with the screw on the top-edge of the frame back plane.
5. Using a Phillips screwdriver and the supplied screw, fasten the Rear Module to the back plane of the frame. Do not over tighten.
6. Ensure proper frame cooling and ventilation by having all rear frame slots covered with Rear Modules or Blank Plates.

2.2.2 Installing the 9930DAC-AES75-RG Card

This section outlines how to install the 9930DAC-AES75-RG in an openGear series frame. If the 9930DAC-AES75-RG is to be installed in any compatible frame other than a Cobalt Digital product, refer to the frame manufacturer's manual for specific instructions.

Note: When using the 9930DAC-AES75-RG with the RM20-9930ADC-B Rear Modules, ensure that the card is installed in an even numbered slot (2, 4, 6 etc.) for a maximum of 10 cards in the openGear series frames.

1. Locate the Rear Module you installed in the procedure "**Installing a Rear Module**".
2. Fully insert the card into the frame until the rear connection plugs are properly seated on the midplane and rear module.
3. Verify whether your Rear Module Label is self-adhesive by checking the back of the label for a thin wax sheet. You must remove the wax sheet before affixing the label.
4. Affix the supplied Rear Module Label to the BNC area of the Rear Module.

2.3 Cabling for the 9930DAC-AES75-RG

This section provides information for connecting cables to the installed Rear Modules on the openGear series frames. Connect the input and output cables according to the following sections.

2.3.1 openGear® Series Frame Cabling Overview

In the openGear series frame, the 9930DAC-AES75-RG is used with the following Rear Modules:

- **RM20-9930DAC-B** Full Rear Module Each module occupies two slots and accommodates one card. This rear module provides two AES inputs, four AES outputs, and two stereo analog. (**Figure 2.2**)

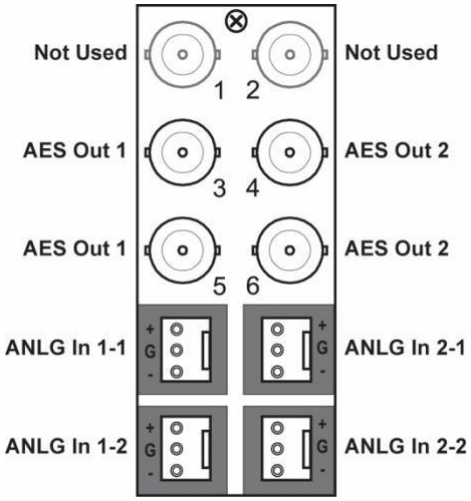

***Figure 2.2** Cable Connections for the RM20-9930DAC-B Rear Module*

2.4 Software Upgrades for the 9930DAC-AES75-RG

This section provides instructions for upgrading the software for your card using DashBoard.

Note: DashBoard version 3.0.0 or higher is required for this procedure.

1. Contact Technical Support for the latest software version file Support@cobaltdigital.com
2. Display the Device View of the card by double-clicking its status indicator in the Basic Tree View.
3. From the Device View, click **Upload** to display the **Select file for upload** dialog.
4. Navigate to the *.bin upload file you wish to upload.
5. Click **Open**.
6. If you are upgrading a single card, click **Finish** to display the Uploading to **Selected Devices** dialog. Proceed to step 8.
7. If you are upgrading multiple cards:
    - Click **Next >** to display the **Select Destination** menu. This menu provides a list of the compatible cards based on the card selected in step 3.
    - Specify the card(s) to upload the file to by selecting the check box(es) for the cards you wish to upload the file to.
    - Verify that the card(s) you wish to upload the file to. The **Error/Warning** fields indicate any errors, such as incompatible software or card type mismatch.
    - Click Finish to display the Uploading to Selected Devices dialog.
8. Monitor the upgrade.
    - Monitor the upgrade progress bar displayed in DashBoard.
    - The card(s) are automatically re-booted and temporarily taken offline during the reboot process. The process is complete once the status indicators for the **Card State** and **Connection** fields return to their previous status.

3 User Controls

This chapter provides a general overview of the user controls available on the 9930DAC-AES75-RG.

The following topics are discussed:

- Card Overview
- Configuring the DIP Switches
- Control and Monitoring Features

3.1 Card Overview

This section provides a general overview of the 9930DAC-AES75-RG components.

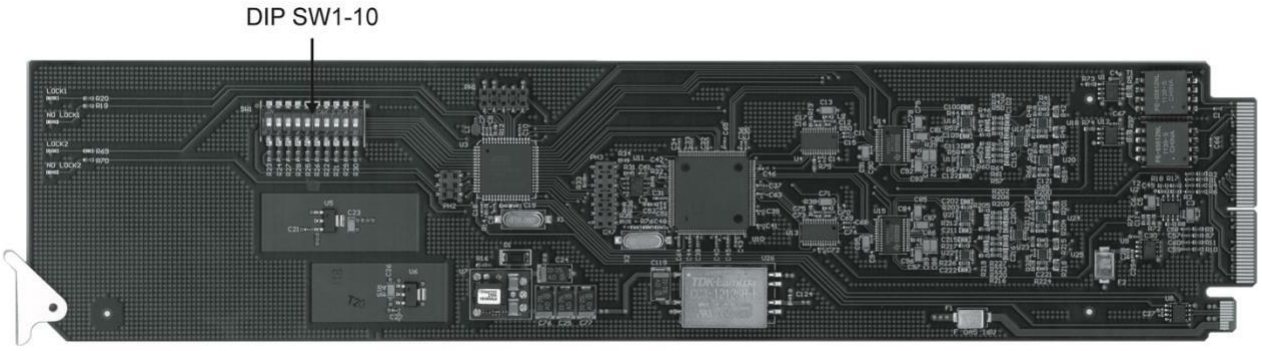

***Figure 3.1** —9930DAC-AES75-RG Components*

3.1.1 SW1 – Remote Control

Use **SW1** to disable remote control of the 9930DAC-AES75-RG from DashBoard. Set **SW1** as follows:

- **ON** — Select this setting to disable remote control from DashBoard. The parameters and settings cannot be changed via DashBoard and must be changed using the card-edge controls. You can still monitor the status of the card using DashBoard.
- **OFF** — Select this setting to control the 9930DAC-AES75-RG exclusively from DashBoard. The card-edge controls are ignored. This is the default setting.

3.1.2 SW2 — DIP Switch Control

Use **SW2** to determine whether DIP Switch settings are applied or ignored. Set **SW2** as follows:

- **ON** — DIP Switch status is reported in DashBoard, and DIP Switch settings are applied. Any parameter adjustments made in DashBoard are ignored.
- **OFF** — DIP Switch status is reported in DashBoard; however, DIP Switch settings are ignored. Parameter adjustments made in DashBoard are applied. This is the default setting.

3.1.3 SW3

SW3 is used for factory service only. Do not use **SW3** unless instructed to do so by Cobalt Digital Technical Support personnel.

3.1.4 SW4

SW4 is used for factory service only. Do not use **SW4** unless instructed to do so by Cobalt Digital Technical Support personnel.

3.1.5 SW5, SW6 — Output Mode Selection 1

SW5 and **SW6** are used in conjunction to set the output mode of the first audio converter. Refer to the section "**Setting the Output Mode**" for details.

3.1.6 SW7, SW8 — Output Mode Selection 2

SW7 and **SW8** are used in conjunction to set the output mode of the second audio converter. Refer to the section "**Setting the Output Mode**" for details.

3.1.7 SW9, SW10 — Output Level Selection

SW9 and **SW10** are used in conjunction to specify the input level (+4dB). Refer to the section "**Calibrating the Output**" for details.

3.2 Configuring the DIP Switches

This section provides a brief summary of the DIP switches of the 9930DAC-AES75-RG. Refer to **Figure 3.1** for DIP Switch locations. **Figure 3.2** shows all the DIP Switches in the **OFF** position.

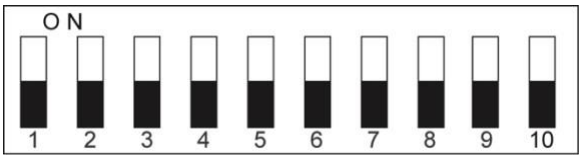

***Figure 3.2** — Jumper and Switch Locations*

3.2.1 Enabling Card-edge Control

Ensure that **SW1** is set to **ON** and **SW2** is set to **ON** if you are going to use the card-edge DIP Switches to change settings on the card. You can still monitor the card status in DashBoard.

3.2.2 Setting the Output Modes

Use **SW5** and **SW6** in conjunction to set the output mode of the first audio converter. **Table 3.1** lists the combinations of DIP Switch settings for **SW5** and **SW6**.

Table 3.1 Setting the Output Mode — Converter 1

SW5	SW6	Mode Selected
OFF	OFF	Stereo
OFF	ON	Mono
ON	OFF	Left Only
ON	ON	Right Only

Use **SW7** and **SW8** in conjunction to set the output mode of the second audio converter. **Table 3.2** lists the combinations of DIP Switch settings for **SW7** and **SW8**.

Table 3.2 Setting the Output Mode — Converter 2

SW7	SW8	Mode Selected
OFF	OFF	Stereo
OFF	ON	Mono
ON	OFF	Left Only
ON	ON	Right Only

3.2.3 Setting the Nominal Ouput Level

Use **SW9** and **SW10** in conjunction to select the analog output level of the 9930DAC-AES75-RG. **Table 3.3** lists the combinations of DIP Switch settings for **SW9** and **SW10**.

Table 3.3 Nominal Input Levels

SW9	SW10	Level (dB)
OFF	OFF	-20
OFF	ON	-18
ON	OFF	-16
ON	ON	-12

3.3 Control and Monitoring

This section provides information on the LEDs for the 9930DAC-AES75-RG. Refer to **Figure 3.4** for the location of the LEDs.

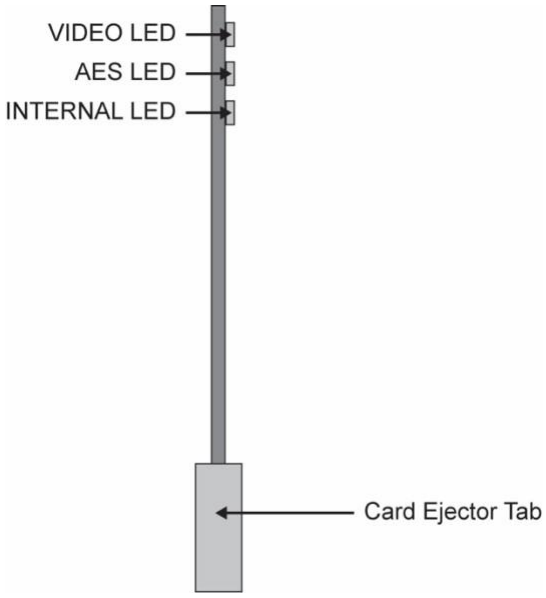

***Figure 3.4** 9930DAC-AES75-RG Card-edge Controls*

3.3.1 Status LEDs on the 9930DAC-AES75-RG

The front-edge of the 9930DAC-AES75-RG has LED indicators for communication activity. Basic LED displays and descriptions are provided in **Table 3.4**.

Table 3.4 LEDs on the 9930DAC-AES75-RG

LED	Color	Display and Description
Lock 1	Green	When lit, this LED indicates a valid AES/EBU input signal on BNC 1.
No Lock 1	Red	When lit, this LED indicates the absence of an AES/EBU input signal on BNC 1.
Lock 2	Green	When lit, this LED indicates that a valid AES/EBU input signal on BNC 2.
No Lock 2	Red	When lit, this LED indicates the absence of a AES/EBU input signal on BNC 2.

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4 Dashboard Menus

This chapter provides a summary of the menus available for the 9930DAC-AES75-RG. Parameters noted with an asterisk (*) are the default values.

The following topics are discussed:

- Status Tabs
- Settings Tab

4.1 Status Tabs

The **Status** tabs provide read-only information such as software revision issue, signal status, and power consumption of the 9930DAC-AES75-RG.

4.1.1 Product Tab

Table 4.1 summarizes the read-only information displayed in the **Product** tab.

Table 4.1 Card Info Tab Items

Tab Title	Item	Parameters	Description
Card Info (Read-only)	Card Name	AES to Quad Analog Audio Converter	
	Product	9930DAC-AES75-RG	
	Supplier	Cobalt Digital	
	Serial Number	#	Indicates the serial number of the board
	Software Rev	#.##	Indicates the software version

4.1.2 Status Tab

Table 4.2 summarizes the read-only information displayed in the **Status** tab.

Table 4.2 Card Status Tab Items

Tab Title	Item	Parameters	Description
Card Status (Read-only)	AES Input Audio # Status	Not Locked (Red)	Indicates the presence of an input
		Locked (Green)	
		Red	Indicates an error has occurred

4.1.3 DAC Output Tabs

Table 4.3 summarizes the **DAC Output** options available in DashBoard. Note that each DAC Output has a specific tab.

Table 4.3 Settings Menu Items

Tab Title	Item	Parameters	Description
DAC Output #	Mode	Mono	Channel A and B are summed together • Use the CHA Trim Control to alter the gain of the Channel A input • Use the CHB Trim Control to alter the gain of the Channel B input Note that the STEREO Gain will adjust the output after the channels are summed.
		Stereo	Channel A and B are independent. • Use the CHA Trim Control to alter the gain of Channel A input • Use the CHB Trim Control to alter the gain of Channel B input Note that the STEREO Gain will adjust the output of both channels.
		Left Only	Specifies Channel A as the output on both channels. • Use the CHA Trim Control to alter the output gain • The CHB Trim Control has no effect on the output Note that the STEREO Gain will adjust the output Channel A only.
		Right Only	Specifies Channel B as the output on both channels. • The CHA Trim Control has no effect on the output • Use the CHB Trim Control to alter the output gain Note that the STEREO Gain will adjust the output Channel B only
	Stereo Gain Control	0 to 100	Adjusts the audio gain for the specified
	CH# Trim Control (dB)	-15 to 15	Calibrates the analog output level of the card

5 Specifications

This chapter provides the technical specifications for the 9930DAC-AES75-RG. Note that specifications are subject to change without notice.

5.1 Technical Specifications

This section provides the technical specifications for the 9930DAC-AES75-RG.

Table 5.1 9930DAC-AES75-RG Technical Specifications

Category	Parameter	Specification
AES/EBU Digital Inputs	Number of Inputs	2 AES
	Resolution	24Bit
	Input Level	0.2-7V p-p
	Impedance	75ohm
	Sampling Frequency Range	32kHz to 96kHz
AES/EBU Digital Output	Resolution	24Bit
	Output Level	1.0Vp-p ±10%
	Return Loss	-25dB
	Impedance	75ohm unbalanced
	Sampling Frequency Range	32kHz to 96kHz
	Jitter	<5ns
Analog (fs=48kHz, 0dBFS = +24dBu)	Maximum Output Level	+24dBu
	Frequency Response	0.2dB, 20Hz to 20kHz
	Noise (un-weighted)	-86dBu, 20Hz to 20kHz
	THD+N	<0.02%
	Stereo Separation	90dB, 20Hz to 20kHz
	Output Impedance	60ohm balanced
Power	Maximum Power Consumption	<7.5W

6 Service Information

This chapter contains the following sections:

- Troubleshooting Checklist
- Warranty and Repair Policy

6.1 Troubleshooting Checklist

Routine maintenance to your card is not required. In the event of problems with your 9930DAC-AES75-RG, the following basic troubleshooting checklist may help identify the source of the problem. If the module still does not appear to be working properly after checking all possible causes, please contact your openGear products distributor, or the Cobalt Digital Technical Support department at the numbers listed under the "**Contact Us**" section at the end of this manual.

1. **Visual Review —** Performing a quick visual check may reveal many problems, such as connectors not properly seated or loose cables. Check the card, the frame, and any associated peripheral equipment for signs of trouble.
2. **Power Check —** Check the power indicator LED on the distribution frame front panel for the presence of power. If the power LED is not illuminated, verify that the power cable is connected to a power source and that power is available at the power main. Confirm that the power supplies are fully seated in their slots. If the power LED is still not illuminated, replace the power supply with one that is verified to work.
3. **Re-seat the Card in the Frame** — Eject the card and reinsert it in the frame.
4. **Check Control Settings —** Refer to the Installation and Operation sections of the manual and verify all user-adjustable component settings.
5. **Input Signal Status —** Verify that source equipment is operating correctly and that a valid signal is being supplied.
6. **Output Signal Path —** Verify that destination equipment is operating correctly and receiving a valid signal.
7. **Unit Exchange** — Exchanging a suspect unit with a unit that is known to be working correctly is an efficient method for localizing problems to individual units.

6.2 Warranty and Repair Policy

The 9930DAC-AES75-RG is warranted to be free of any defect with respect to performance, quality, reliability, and workmanship for a period of FIVE (5) years from the date of shipment from our factory. In the event that your 9930DAC-AES75-RG proves to be defective in any way during this warranty period, Cobalt Digital reserves the right to repair or replace this piece of equipment with a unit of equal or superior performance characteristics.

Should you find that this 9930DAC-AES75-RG has failed after your warranty period has expired, we will repair your defective product should suitable replacement components be available. You, the owner, will bear any labor and/or part costs incurred in the repair or refurbishment of said equipment beyond the FIVE (5) year warranty period.

In no event shall Cobalt Digital be liable for direct, indirect, special, incidental, or consequential damages (including loss of profits) incurred using this product. Implied warranties are expressly limited to the duration of this warranty.

This 9930DAC-AES75-RG Product Manual provides all pertinent information for the safe installation and operation of your 9930DAC-AES75-RG. Cobalt Digital policy dictates that all repairs to the 9930DAC-AES75-RG are to be conducted only by an authorized Cobalt Digital factory representative. Therefore, any unauthorized attempt to repair this product, by anyone other than an authorized Cobalt Digital factory representative, will automatically void the warranty. Please contact Cobalt Digital Technical Support for more information.

6.2.1 In Case of Problems

Should any problem arise with your 9930DAC-AES75-RG, please contact the Cobalt Digital Technical Support Department. Contact information is supplied at the end of this publication.

A Return Material Authorization number (RMA) will be issued to you, as well as specific shipping instructions, should you wish our factory to repair your 9930DAC-AES75-RG. If required, a temporary replacement module will be made available at a nominal charge. Any shipping costs incurred will be the responsibility of you, the customer. All products shipped to you from Cobalt Digital will be shipped collect.

The Cobalt Digital Technical Support Department will continue to provide advice on any product manufactured by Cobalt Digital, beyond the warranty period without charge, for the life of the equipment.

Cobalt Digital Inc.
2506 Galen Drive
Champaign, IL 61821
Voice 217.344.1243 • Fax 217.344.1245

www.cobaltdigital.com