Before using your new product, please read these instructions to prevent any damage.
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**Important Safety Instructions**

To prevent damage to the flash or modeling lamp or injury to you or to others, read the following safety precautions in their entirety before using the flash.

1. Read and understand all instructions before using.
2. Keep these instructions.
3. Do not disassemble or modify the flash. There are high-voltage components inside the flash. Failure to observe this precaution could result in electric shock or product malfunction. If the flash or lamp tube breaks open as the result of a fall or other accident, do not use the flash. Consult a qualified repair technician.
4. Keep dry. Do not handle with wet hands or immerse in or expose to water or rain. Failure to observe this precaution could result in fire or electric shock.
5. Close supervision is necessary when any appliance is used by or near children. Do not leave the appliance unattended while in use.
6. Keep out of the reach of children. The flash and modeling lamp contain small parts that may pose a choking hazard. Consult a physician immediately if a child swallows any part.
7. Do not expose to high temperatures. Do not leave the flash or modeling lamp in a closed vehicle under the sun or in other areas subject to extremely high temperature. Failure to observe this precaution could result in fire or damage to the housing or internal parts.
8. Do not operate the appliance with a damaged cord or if the appliance has been dropped or damaged until it has been examined by a qualified serviceman.
9. Keep the power cord and sync cable so that they will not be tripped over, pulled, or contact hot surfaces. If an extension cord is necessary, a cord with a current rating at least equal to that of the appliance should be used. Cords rated for less amperage than the appliance may overheat.
10. Always unplug the appliance from the electrical outlet before cleaning or servicing and when not in use. Never yank the cord to pull the plug from the outlet. Grasp the plug and pull to disconnect.
11. Connect the appliance to a grounded outlet.
12. Disconnect this unit from its source of supply before replacing the projection lamp.
13. The power cord has a grounded connector. Always connect the plug to a grounded outlet. Do not defeat the ground pin with adapters or other accessories.
14. Turn off the flash or modeling lamp immediately if they work abnormally and consult a qualified repair technician to determine the cause.
15. Avoid sudden impacts because they can damage the flash or modeling lamp.
16. Deduct the flash regularly.
17. Care must be taken as burns can occur from touching hot parts.
18. The flash head gets hot when in use. Avoid continuous flashes when not necessary. Avoid touching the flash head when the flash is in use.
19. Disconnect the power when the flash will not be used for an extended period or when doing maintenance work or cleaning.
20. Overheating occurs if you use the flash continuously without cooling down. We advise that you cool down the flash for a while after 30 continuous full-power flashes.
21. Never touch the exposed lamp or flash terminals. Always unplug the power cord and let the lamps cool down before replacing. Wear insulating gloves when replacing the lamps.
22. Do not flash directly towards naked eyes (especially those of children). Doing so may lead to visual impairment.
Introduction

Congratulations on your purchase of a high-quality Platinum product. Your PT-DPSFK represents the state of the art in pro studio flash kit technology and is manufactured for reliable and trouble-free performance.

Features

- 300 Ws, two-light studio flash (strobe) kit with modeling light, stands, and remote trigger
- Provides customizable lighting for portrait or product shots
- Sync, slave, and wireless trigger modes
- Memory feature that stores flash panel settings
- Continuously variable light output for both the strobe and modeling light
- Wireless trigger kit for DSLR camera
- Guide number 58m at ISO 100
- Quick recycle time between 0.3 to 1.5 seconds
- 24-inch soft box and 32-inch umbrella with two 66-inch stands

Package contents

- Flash head (2)
- Power cord (2)
- Lamp cover (2)
- Light stand (2)
- Modeling lamp (2)
- Remote trigger: receiver (1) and transmitter (1)
- Caution: Use insulating gloves when you handle the lamps. Oil from your hands can damage the lamps.
- 24-inch softbox kit (1)
- Soft box mounting bracket (1)
- 32-inch umbrella (2)
- PC sync cable (1)
- Power cord (2)
- Carrying case (1)
**Flash head**

<table>
<thead>
<tr>
<th>#</th>
<th>Item Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Light sensor Senses the light from your camera’s flash and triggers your flash. If you have the remote control receiver installed on one of the flashes, this flash triggers the second flash.</td>
</tr>
<tr>
<td>2</td>
<td>Digital display Displays the brightness level of the flash or modeling lamp.</td>
</tr>
<tr>
<td>3</td>
<td>MODEL button and modeling lamp indicator Press the MODEL button to turn the modeling lamp on or off. When the modeling lamp is on, the modeling lamp indicator lights. Press and hold the button for two seconds to change the lamp's brightness level.</td>
</tr>
<tr>
<td>4</td>
<td>SLAVE button and indicator Press the SLAVE button to select a slave mode. When the slave feature is in fire-on-flash mode, the indicator lights blue. When the slave feature is anti-flash mode, the indicator lights red.</td>
</tr>
<tr>
<td>5</td>
<td>Fuse Protects the flash from power surges and overloads.</td>
</tr>
<tr>
<td>6</td>
<td>Accessory port Connect optional accessories to this port.</td>
</tr>
<tr>
<td>7</td>
<td>SYNC jack Connect the PC sync cable or remote trigger receiver to this jack and to the sync port on a camera to let the camera trigger the flash.</td>
</tr>
<tr>
<td>8</td>
<td>Umbrella knob Loosen to insert an umbrella in the umbrella mounting hole, then tighten to secure the umbrella.</td>
</tr>
<tr>
<td>9</td>
<td>Umbrella mounting hole Insert an umbrella through this hole to create special lighting effects.</td>
</tr>
<tr>
<td>10</td>
<td>Mounting bracket Attach your flash head to this bracket.</td>
</tr>
<tr>
<td>11</td>
<td>Mounting bracket knob Loosen this knob, attach a flash head to a light stand, then tighten the knob to secure the flash head to the stand.</td>
</tr>
<tr>
<td>12</td>
<td>and buttons Press to increase or decrease the flash lamp or modeling lamp brightness.</td>
</tr>
<tr>
<td>13</td>
<td>BUZZ button and indicator Press the BUZZ button to turn on the audio feedback feature. When this feature is turned on, the buzz indicator lights and your flash makes a sound when the flash is ready for the next shot.</td>
</tr>
<tr>
<td>14</td>
<td>(test) button and indicator Press the (test) button to test the flash without taking a picture or to release the stored flash power. The indicator turns off after the test button is pressed and lights again when the flash is ready for the next shot.</td>
</tr>
<tr>
<td>15</td>
<td>Reflector/lamp cover release pin Slide this pin to release the reflector or lamp cover from the flash head.</td>
</tr>
<tr>
<td>16</td>
<td>ON/OFF switch Press to turn your flash on or off.</td>
</tr>
<tr>
<td>17</td>
<td>AC power socket Plug the power cord into this socket and into a grounded power outlet.</td>
</tr>
<tr>
<td>18</td>
<td>Flash head angle adjustment lever Adjusts the angle of your flash head.</td>
</tr>
</tbody>
</table>
Remote trigger

Your studio flash kit comes with a remote trigger that lets you wirelessly fire your flash. For more information, see “Using the remote trigger” on page 16.

![Receiver and Transmitter Diagram]

<table>
<thead>
<tr>
<th>#</th>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Channel code switches</td>
<td>Use these switches to set the channel the receiver uses to receive signals. The receiver and transmitter must be set to the same channel.</td>
</tr>
<tr>
<td>2</td>
<td>LEDs</td>
<td>The power LED lights blue when the power cord is connected to the receiver and a power outlet. The LED momentarily turns red when it receives a command from the transmitter.</td>
</tr>
<tr>
<td>3</td>
<td>AC power jack</td>
<td>Plug the AC power cable into this jack and into a power outlet.</td>
</tr>
<tr>
<td>4</td>
<td>AC power cable</td>
<td>Plug this cable into the AC power jack on the flash head.</td>
</tr>
<tr>
<td>5</td>
<td>PC sync port cable</td>
<td>Plug this cable into the <strong>SYNC</strong> jack on the flash head.</td>
</tr>
<tr>
<td>6</td>
<td>Test button</td>
<td>Press to test the flash without taking a picture or to release the stored flash power.</td>
</tr>
<tr>
<td>7</td>
<td>LED</td>
<td>Lights when the transmitter is sending a signal to the remote receiver.</td>
</tr>
<tr>
<td>8</td>
<td>Channel code switches</td>
<td>Use these switches to set the channel the transmitter uses to send signals. The transmitter and receiver must be set to the same channel.</td>
</tr>
<tr>
<td>9</td>
<td>PC sync cable jack</td>
<td>If the camera does not have a hotshoe connector, plug the PC sync cable into this jack and into the sync jack on the camera.</td>
</tr>
<tr>
<td>10</td>
<td>Hotshoe connector</td>
<td>Slide this connector into the hotshoe on the camera.</td>
</tr>
</tbody>
</table>

Memory feature

Your flash has a memory feature that automatically stores all the flash panel settings. When you turn off your flash, then turn it back on, all settings you entered are restored.
Setting up your studio flash kit

To set up your studio flash kit:

1. Loosen the slider locking knob, pull open the legs on a light stand, then slide the legs down until they are fully extended. Tighten the slider locking knob to lock the legs place.

2. Open the locking knobs on the center stand column, extend the column to the height you want, then tighten the knobs to lock the column in place.
   **Caution:** Make sure the stand's legs are fully extended and the center column is locked into place before attaching the flash head.

3. On the flash head, slide the lamp cover release pin, then turn the cover counter-clockwise about 10° to align the tabs on the cover with the openings on the flash head. Pull off the cover.

![Diagram of a light stand and flash head with labels for locking knobs, slider locking knob, center column, and stand leg.]

**Note**

To protect the lamp tube when you are not using it or when you are storing it, replace the cover.
4 Screw the modeling lamp into the flash head.  
**Caution:** Use insulating gloves when you handle the modeling lamp. Oil from your hands can damage the lamp.

5 Slide the reflector release pin, slide the reflector over the flash head and modeling lamp, then turn the reflector clockwise to lock it in place.

6 Loosen the mounting bracket knob, place the flash head on the light stand, then tighten the knob to secure the flash head to the light stand.
7 Plug the power cord into the AC power socket on the flash head and into a power outlet.

8 Press the **ON/OFF** switch to the **ON** position. The digital display lights.
Adjusting the flash

Adjusting the flash head position

You can adjust the vertical or horizontal position of the flash head.

To adjust the flash head position:

1. To change the vertical position of the flash head, move the flash head angle adjustment lever up or down.

   Note: To set the lever to a better angle for making adjustments, pull the lever out, rotate the lever to the angle you want, then push it back in.

2. To change the horizontal position of the flash head, loosen the mounting bracket knob, turn the flash head left or right, then tighten the knob.

Adjusting the flash brightness

To adjust the flash brightness:

- Press the ▲ or ▼ button to increase or decrease the flash brightness. The brightness level appears on the display.

You can adjust the brightness level between 1.0 to 3.0.

Notes

- If you decrease the flash brightness, press the (test) button to release the stored power. When the flash recharges, the amount of stored power matches the lower setting.
Attaching accessories

Your studio flash kit includes two umbrellas and a softbox that let you adjust the light from the flash head.

Attaching an umbrella

Attach an umbrella to reflect and broaden the light from the flash.

To attach an umbrella:
• Open the umbrella, loosen the umbrella knob, insert the umbrella through the umbrella mounting hole, then tighten the knob.

Note: You can adjust the angle of the light reflected from the umbrella by moving the umbrella closer to or farther away from the lamp.

Assembling and attaching the softbox

Attach the softbox to soften the light from the flash.

To assemble and attach the softbox:
1 Unfold the softbox and place it silver side up on a flat surface.
2 Place the softbox mounting bracket in the hole middle of the softbox.
3 Slide the metal rods (thick ends towards the center) through the loops on the inside of the softbox.

![Diagram showing metal rod through softbox loops](image1)

4 Slide the ends of the metal rods into the holes on the mounting bracket.

![Diagram showing metal rod ends in mounting holes](image2)

**Note:** Leave the softbox rotation knob loose so you can rotate the softbox after it is installed.
5 Slide the other ends of the metal rods into the corner pockets on the softbox.

6 Close the gaps on the back of the soft box near the bracket by overlapping the flaps and pressing against each other.

7 Slide the reflector release pin, turn the reflector counter-clockwise to release it, then slide the reflector off the flash head.
8 Slide the reflector release pin, place the softbox mounting bracket on the flash head, then turn the bracket clockwise to lock it in place.

9 Attach the inner light diffuser to the four elastic loops inside of the softbox.
Press the edges of the outer diffuser to the outside edges of the softbox and inner diffuser.

Using the modeling lamp

The modeling lamp provides a low light level so that in a dark environment you have enough light to set up the camera and see the subject in the view finder. During the flash cycle, the modeling lamp turns off.

To use the modeling lamp:

1. Press the MODEL button to turn on the lamp. The modeling lamp indicator lights.

2. To adjust the lamp brightness, press and hold the MODEL button for two seconds. Your flash enters brightness adjustment mode. Press the ▲ or ▼ button to increase or decrease the brightness. The brightness level appears on the display.

   The lamp automatically turns off after two hours to avoid overheating.

   To protect the modeling lamp when you are not using it or when you are storing, cover it with the lamp cover.
Flash triggering methods

You can trigger your flash using the:
• Remote trigger—See “Using the remote trigger” on page 16.
• Light sensor—See “Using the built-in light sensor” on page 17.
• PC sync cable—See “Using a PC sync cable to trigger your flash” on page 18.

Using the remote trigger

To use the remote trigger:
1. Plug the PC sync cable on the remote receiver into the SYNC jack on your flash, then plug the receiver’s power connector into the AC power socket on your flash.

2. Plug the power cable into a power outlet.

3. If another device interferes with the signal between the receiver and transmitter, change to a different channel by sliding the switches on both the receiver and transmitter to the same channel.

Note: The receiver and transmitter come preset to the same channel.

The remote trigger has 16 channels.
4 Slide the wireless transmitter onto the camera hotshoe, then turn the locking ring clockwise to secure the transmitter to the hotshoe.

5 Take a picture. When the camera shutter opens, the remote transmitter sends a signal to the remote receiver that triggers the flash head.

Using the built-in light sensor
The simplest flash triggering method is to use the built-in light sensor on the flash head. The camera flash triggers the slave flash. However this method has some limitations:
• The light sensor on the flash head must have a clear line-of-sight to the camera’s flash.
• The camera may have a pre-flash feature that fires before the main flash fires and the shutter opens. The pre-flash may trigger your flash before the camera shutter opens.

To use the built-in light sensor:
1 Press the SLAVE button one or more times to select a flash mode. You can select:
   • Fire on flash—The slave flash fires when the master flash fires. The flash indicator lights blue.
   • Anti-preflash—The slave flash ignores a preflash and fires on the second flash from the master flash. The flash indicator lights red.
   • Slave flash off—The slave flash does not fire. The flash indicator is off.
2 Position the flash head so that the light sensor on your flash has a clear line-of-sight to the camera’s flash.

3 Point the flash head toward the surface you want the light to reflect off of. You can point the flash toward the object you are photographing, an umbrella, or a wall or other surface.
4 Take a picture.
Using a PC sync cable to trigger your flash

You can connect the PC sync cable to your flash and camera so your flash fires when the camera shutter opens.

To use a PC sync cable to trigger your flash:

1. Plug the PC sync cable into the **SYNC** jack on your flash.
2. Plug the other end of the cable into the camera’s PC sync jack.
   - **Note:** If the PC sync cable does not fit in the camera’s sync jack, you need an adapter cable (not provided).
3. Take a picture. The camera shutter opens and your flash fires simultaneously.

Using an additional slave flash

Your studio flash kit comes with two flash heads and stands. You can use one flash head as the master flash and the other flash head as a slave flash.

To use a slave flash:

1. If you are not connecting the PC sync cable or using the remote trigger to the main flash head, position the light sensor on the main flash head so it has a clear line-of-sight to the camera.
   - **Note:** You can use the remote trigger or PC sync cable to connect the main flash to the camera. In this setup, make sure that the slave flash has a clear line-of-sight to the master flash and that the slave mode on the slave flash is set to **Fire on flash**.
2. Press the **SLAVE** button on the slave flash one or more time to select a slave mode. The slave indicator lights.
   - You can select:
     - **Fire on flash**—The slave indicator changes to blue and the slave flash fires when the master flash fires.
     - **Anti-preflash**—The slave indicator changes to red and the slave flash ignores the camera preflash and fires on the second flash from the camera. The indicator lights red.
     - **Slave flash off**—The slave flash does not fire. The flash indicator is off.
3. Take a picture. When the camera flash fires, the master flash fires and triggers the slave flash simultaneously.
Maintenance

Replacing the modeling lamp

<table>
<thead>
<tr>
<th>Warnings</th>
</tr>
</thead>
<tbody>
<tr>
<td>To avoid damage to the lamp and bodily injury, always:</td>
</tr>
<tr>
<td>• Wear insulated gloves to protect your hands and to avoid getting oil from your hands on the modeling lamp.</td>
</tr>
<tr>
<td>• Turn off your flash and unplug the power cord.</td>
</tr>
<tr>
<td>• Do not use lamps with a higher power rating than the original lamp or with a larger envelop size.</td>
</tr>
</tbody>
</table>

To replace the modeling lamp:
1. Turn off your flash and unplug the power cord.
2. If a lamp cover or reflector is attached to the flash head, slide the release pin, turn the cover or reflector counter-clockwise about 10°, then pull off the cover or reflector.
3. Unscrew the old modeling lamp, then screw in the new lamp.

Replacing the fuse

To replace the fuse:
1. Unplug the power cord from the flash head.
2. Use a flat-blade screwdriver to pry the fuse cover away from the flash head, then pull out the plastic tray that holds the fuse.
3. Replace the fuse, insert the fuse tray, then snap the fuse cover back in place.
## Troubleshooting

<table>
<thead>
<tr>
<th>Issue</th>
<th>Possible Solutions</th>
</tr>
</thead>
</table>
| My flash head does not turn.                                         | • Make sure that the power cord is plugged into a working power outlet.  
  • Make sure the power switch on the back of the flash head is turned on.  
  • If you are using the remote trigger, make sure that the power cord is connected correctly and the power LED on the remote receiver is blue.  
  • Check the fuse and replace it if necessary.  |
| Picture looks bleached out                                            | • Decrease the flash brightness.  
  • Use an umbrella or softbox to soften the light from your flash head.  
  • Adjust the distance between the flash and the subject.  
  • Adjust the exposure on the camera.  |
| Picture is too dark                                                   | • Increase the flash brightness.  
  • Use both flash heads.  
  • Reduce distance between flash and subject.  |
| Using my flash does not seem to change the lighting in a picture      | • Some cameras have a pre-flash feature that fires before the main flash.  
  The pre-flash adjusts camera settings to suit the lighting environment.  
  • Press the SLAVE button one or more times to select the Anti-preflash mode. The slave indicator lights red. The flash ignores the preflash and fires when the camera's main flash fires and the camera shutter opens.  
  • Or, use the remote trigger or PC sync cable to connect your flash to your camera. The camera fires your flash when the main camera flash fires or when the camera shutter opens.  |
| The flash goes off too late or not at all                            | • If the light sensor on your flash does not have a clear line-of-sight to the camera's flash or if the camera’s flash is weak, your flash may fire late or not at all.  
  • Move your flash to provide a clear line-of-sight.  
  • Use the remote trigger or PC sync cable to let the camera control your flash.  
  • Make sure that the red light sensors on the tops of the flash heads are not under bright lights or in sunshine.  |
| The remote Trigger does not activate the flash                       | • Make sure that the blue light on the remote receiver is on. If it is off, make sure that the power cable is connected correctly and securely.  
  • Press the button on top of the remote transmitter. The blue light on the remote receiver should change from blue to red for a second. If the light does not change, the transmitter battery may be low. Replace the internal battery (type 23A alkaline battery).  
  • Make sure that the four switches on the transmitter and receiver are set to identical settings. (Typically all are set to ON).  
  • The flash may experiencing RF interference from other devices like a microwave oven. Turn off the RF device or move the flash to a different location.  |
| The modeling lamp does not turn on                                   | • Unplug the power cord and make sure the lamp is secure in its socket.  
  • If the lamp is secure, remove it and test it in a standard lamp socket like a desk lamp. If the lamp does not turn on, replace the lamp.  |
| The display flashes a non-numeric code                                | • This error code indicates a failure mode. In most cases, the failure is caused by overheating because the flash has been used repeatedly in a short time. Let the flash head cool down for 10-15 minutes, turn power off then on again and test the flash.  |
| The softbox will not rotate                                          | • Turn power off, then remove the softbox cover and loosen the locking knob (silver thumb screw). Turn the softbox to the position you want, then tighten the knob and replace the softbox cover.  |
# Specifications

Specifications are subject to change without notice.

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flash tube maximum power</td>
<td>300 Watt Seconds</td>
</tr>
<tr>
<td>Guide number (m ISO 100)</td>
<td>58</td>
</tr>
<tr>
<td>Operating voltage</td>
<td>AC 100–120V/60Hz</td>
</tr>
<tr>
<td>Modeling lamp power</td>
<td>150 watts</td>
</tr>
<tr>
<td>Color temperature</td>
<td>5600±200K</td>
</tr>
<tr>
<td>Power output control</td>
<td>OFF, 1.0–3.0 (1/8–1/1)</td>
</tr>
<tr>
<td>Recycle time</td>
<td>0.3 to 1.5 seconds</td>
</tr>
<tr>
<td>Triggering methods</td>
<td>PC sync cord, test button, slave triggering, wireless control port</td>
</tr>
<tr>
<td>Flash duration</td>
<td>1/2000 to 1/800 seconds</td>
</tr>
<tr>
<td>Remote transmitter battery</td>
<td>Type 23A alkaline 12V</td>
</tr>
<tr>
<td>Fuse</td>
<td>5A</td>
</tr>
<tr>
<td>Dimensions</td>
<td>Flash diameter: 5 in. (12.7 cm)</td>
</tr>
<tr>
<td></td>
<td>Height of flash with handle: 8.1 in. (20.6 cm)</td>
</tr>
<tr>
<td></td>
<td>Length of flash with modeling lamp: 11.4 in. (29 cm)</td>
</tr>
<tr>
<td>Net weight</td>
<td>Approximately 3.3 lbs (1.5 kg)</td>
</tr>
</tbody>
</table>
Legal notices

FCC Part 15

This device complies with Part 15 of the FCC Rules. Operation of this product is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply within the limits for a class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

FCC warning

Changes or modifications not expressly approved by the party responsible for compliance with the FCC Rules could void the user’s authority to operate this equipment.
One-year limited warranty - Platinum

Definitions:
The Distributor* of Platinum branded products warrants to you, the original purchaser of this new Platinum-branded product ("Product"), that the Product shall be free of defects in the original manufacture of the material or workmanship for a period of one (1) year from the date of your purchase of the Product ("Warranty Period"). For this warranty to apply, your Product must be purchased in the United States or Canada from a Best Buy branded or Future Shop branded retail store or online at www.bestbuy.com, www.bestbuy.ca, or www.futureshop.ca and is packaged with this warranty statement.

How long does the coverage last?
The Warranty Period lasts for 1 year (365 days) from the date you purchased the Product. Your purchase date is printed on the receipt you received with the Product.

What does this warranty cover?
During the Warranty Period, if the original manufacture of the material or workmanship of the Product is determined to be defective by an authorized Platinum repair center or store personnel, Platinum will (at its sole option): (1) repair the Product with new or rebuilt comparable products or parts; Products and parts replaced under this warranty become the property of Platinum and are not returned to you. If service of Products or parts are required after the Warranty Period expires, you must pay all labor and parts charges. This warranty lasts as long as you own your Platinum Product during the Warranty Period. Warranty coverage terminates if you sell or otherwise transfer the Product.

How to obtain warranty service?
If you purchased the Product at a Best Buy or Future Shop retail store location, please take your original receipt and the Product to any Best Buy or Future Shop store. Make sure that you place the Product in its original packaging or packaging that provides the same amount of protection as the original packaging. If you purchased the Product from a Best Buy or Future Shop online web site (www.bestbuy.com or www.futureshop.ca) mail your original receipt and the Product to the address listed on the web site. Make sure that you put the Product in its original packaging or packaging that provides the same amount of protection as the original packaging.

To obtain warranty service, in the United States call 1-888-BESTBUY, in Canada call 1-866-BESTBUY for Future Shop call 1-800-663-2275. Call agents may diagnose and correct the issue over the phone.

Where is the warranty valid?
This warranty is valid only in the United States and Canada at Best Buy or Future Shop branded retail stores or websites to the original purchaser of the product in the county where the original purchase was made.

What does the warranty not cover?
This warranty does not cover:
- Customer instruction/education
- Installation
- Set-up adjustments
- Cosmetic damage
- Damage due to weather, lightning and other acts of God, such as power surges
- Accidental damage
- Misuse
- Abuse
- Negligence
- Commercial purposes/uses, including but not limited to use in a place of business or in communal areas of a multiple dwelling condominium or apartment complex, and otherwise used in a place of other than a private home.
- Modification of any part of the Product, including the antenna
- Display panel damaged by static (non-moving) images applied for lengthy periods (burn-in).
- Damage due to incorrect operation or maintenance
- Connection to an incorrect voltage or power supply
- Attempted repair by any person not authorized by Platinum to service the Product
- Products sold "as is" or "with all faults"
- Consumables, including but not limited to batteries (i.e. AA, AAA, C etc.)
- Products where the factory applied serial number has been altered or removed
- Loss or Theft of this product or any part of the product
- Display panels containing up to three (3) pixel failures (dots that are dark or incorrectly illuminated) grouped in an area smaller than one tenth (1/10) of the display size or up to five (5) pixel failures throughout the display. (Pixel based displays may contain a limited number of pixels that may not function normally.
- Failures or Damage caused by any contact including but not limited to liquids, gels or pastes.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY FOR BREACH OF WARRANTY. PLATINUM SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR THE BREACH OF ANY EXPRESS OR IMPLIED WARRANTIES ON THIS PRODUCT, INCLUDING, BUT NOT LIMITED TO, DATA LOSS, BUSINESS OR LOST PROFITS. PRODUCTS MADE NO OTHER EXPRESS WARRANTIES WITH RESPECT TO THE PRODUCT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. SOME STATES, PROVINCES AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.

Contact Platinum:
For customer service please call 800-499-3964
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