

## Quick Start Guide



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P/N: CM-7400

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## Important Safety Instructions

**WARNING:** To prevent fire or shock hazard, do not expose this product to rain or moisture.

- Read these instructions.
- Do not use this apparatus near water.
- Clean only with dry cloth.
- Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prongs are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- Only use attachments/accessories specified by the manufacturer.
- Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
- Unplug this apparatus during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
- To reduce the risk of electric shock, DO NOT remove cover or back panel. No user serviceable parts inside. Refer servicing to qualified personnel.



- To help prevent electric shock, plug the power cable into properly grounded sources. Use only properly grounded extension cords and adapters, if they are needed.
- The AC main plug is used as the disconnect device, the disconnect device shall remain readily operable.
- Make sure nothing is lying on any of the cables.
- Be sure the cables are located where they will not be stepped on or tripped over.
- Do not spill food or liquids onto the unit.
- Do not push any objects into the free slots. Doing so will damage the unit, can cause fire or electrical shock, and can short out interior components.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- · Do not block cooling vents.
- Do not place the equipment in a closed-in wall unit.
- When you disconnect a cable, pull on its connector or on its strain relief loop, not on the cable itself. Some cables have a connector with locking tabs; if you are disconnecting this type of cable, press in on the locking tabs before disconnecting the cables.
- When you connect a cable, make sure both connectors are correctly oriented and aligned before connecting to avoid bending connector pins.
- For PLUGGABLE EQUIPMENT, the socket-outlet shall be installed near the equipment and shall be easily accessible.



## Contents







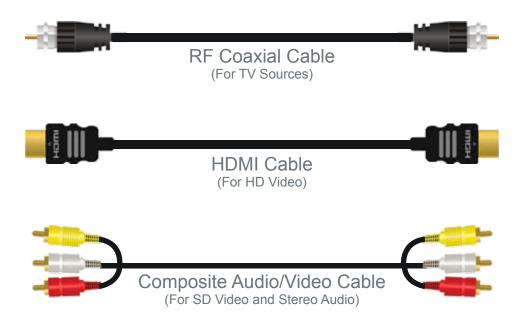
IR Universal Remote Control





**AC Power Adapter** 







**Quick Start Guide** 





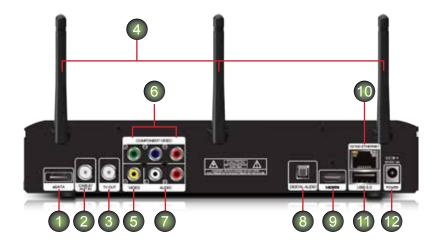
## Front Panel



Name	Function	Description
1 POWER	Button	Solid Green indicates the unit is on. Solid Red indicates the unit is in standby mode. Flashing Green light indicates the unit is starting up. Press button once to put unit in standby mode, press again to resume. To restart the device, press and hold for at least 5 seconds or longer.
2 LINK	Status LED	Green dot indicates that Ethernet or Wi-Fi network connection is active.
3 CLOCK	4-Digit Clock	Clock displays current time, may not display time during restart process.
4 RECORD	Status LED	Green dot indicates a TV program is currently recording.
5 HD	Status LED	Green dot indicates current program is playing in HD (720p or higher) resolution.
7-WAY NAVIGATION MENU	Capacitive Touch Panel	Use <b>Back</b> , <b>Menu</b> , <b>OK</b> and <b>Directional</b> buttons to help with navigating the user interface without a remote control.
7 USB 2.0	USB 2.0 Connector	To connect USB devices such as USB Flash Drive, External USB Hard Drive.



## Back Panel

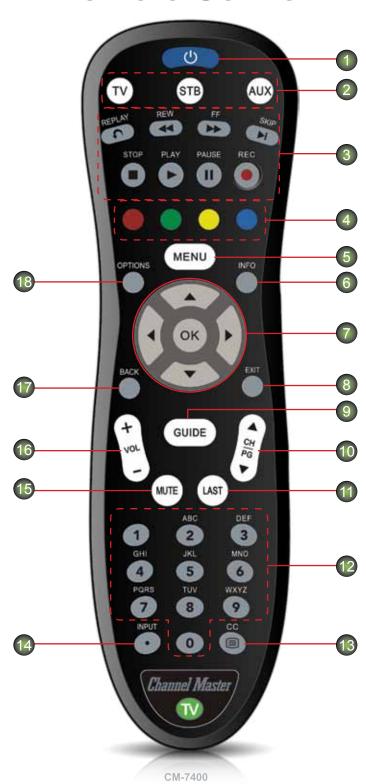


Name	Description
1 eSATA	External Serial ATA Connector (May support future upgrades).
2 CABLE/ANT IN	For Clear QAM Cable TV Source and ATSC Antenna.
3 TV OUT	Connection to RF TV Output.
4 WI-FI	Wi-Fi antennas for extended range and coverage.
5 VIDEO	Composite Video (Supports SD Video).
6 COMPONENT VIDEO	Component Video Output (Y, Pb, Pr) (Supports HD Video).
7 AUDIO	Stereo Audio Output (Left / Right).
8 DIGITAL AUDIO	Digital Audio Output - Optical Connection (Supports 5.1 Surround Sound).
9 номі	HDMI Output (Supports HD Video and Multi-Channel Audio).
10 10/100 ETHERNET	Ethernet Port.
11 USB 2.0	USB Connector.
12 POWER IN	Power connection to AC adapter.





## Remote Control





Button(s)	Description
1 POWER	Switches the power on / off for the currently selected device Switches STB to power on / standby mode.
2 DEVICE CONTROL	TV: Select to control TV (if programmed).  STB: This button is pre-programmed to control your Channel Master TV.  AUX: Select to control another device (if programmed).
3 ACTIONS	Controls video program for LIVE TV / DVR / VOD REPLAY: Go back a few seconds. REW: Rewinds video quickly. FF: Fast forwards video quickly. SKIP: Skips ahead in 30 second increments. REC: Starts recording program. PAUSE: Pauses video. PLAY: Plays video or resumes a paused program. STOP: Stops playback of video.
4 SHORTCUT	Color-code buttons correspond to features that are enabled for quick access.
5 MENU	Shows on-screen menu or home screen.
6 INFO	Shows on-screen information about the current TV / VOD / DVR program.
7 NAVIGATION	ARROW KEYS: Navigates up, down, left and right within the on-screen guide or menus.  OK: Executes the currently selected menu option.
8 EXIT	Exits the current menu item or out to LIVE TV.
9 GUIDE	Shows the on-screen program guide.
10 CH/PG	Changes channel up or down or pages up or down within on-screen program guide.
11 LAST	Changes channel to the most recently viewed channel.
12 NUMBERS	Allows direct access to specific channels and menu items.
<b>13</b> cc	Toggles closed captioning on or off.
14 INPUT	Changes the current A/V input of the selected device programmed (i.e. TV or AUX).  May be used when entering a period in certain channels.
15 MUTE	Turns the volume of the currently selected device off and on.
16 VOL + /-	Increases or decreases volume of the currently selected device.
17 BACK	Goes back one level within menus.
18 OPTIONS	Provides additional options for given on-screen menu or highlighted item.



## Remote Control

## Controlling Your TV and other A/V Devices

The Universal Remote Control (URC) can be used to control TVs and other A/V devices such as DVD players and recorders. The URC uses InfraRed (IR) light signals to control other devices that the remote is programmed to control. IR signals travel only short distances (40 feet or less), and cannot go through walls or other solid objects. You must point the remote control directly at these devices, with no objects blocking the line of sight.

30° 30° 40 ft

You can program the URC to control one TV and one AUX device. Use the remote control's mode keys (i.e., "TV", "STB",



or "AUX") to control a specific

device. When pressed, the selected mode key will light up confirming your choice. Then you can use the URC to control your Channel Master TV, TV or AUX device. You have to program the remote control to know what TV and AUX devices you are using by either:

- **1.** Entering the 4-digit device code (see page 26).
- 2. Doing an auto search.

#### NOTE:

• The "POWER" key can be configured to control both your Channel Master TV and TV while the remote control is in STB mode, please refer to the section "Toggle Power Key Punch-through Functionality" on page 11 for details.







 The "Vol +/-" and "MUTE" keys can be configured to control both your Channel Master TV and TV while the remote control is in STB mode, please refer to the section "Toggle Power Key Punch-through Functionality" on page 11 for details.





### To Program a TV or AUX device

- Locate the device code for your desired device in the device code table provided in the Appendix on page 26. If you cannot find the device code for your device or it does not work after trying the listed device codes for your device brand, then you can try the auto search procedures on page 12.
- 2. Turn on your device and with media inserted (if applicable).
- 3. On the remote control, press a device mode key for 5 seconds (i.e., "TV" or "AUX"). The device mode key will light up.

  NOTE: Use the "AUX" mode key to program control of VCR, DVD player, cable box, satellite set-top box and audio device
- **4.** Enter the four-digit device code for your device. If you perform this procedure correctly, the selected device mode key backlight will blink twice.
  - **NOTE:** If you enter an invalid device code, the selected device mode key will blink rapidly 7 times. Device program mode will be terminated.
- **5.** Aim the remote control at your device and press the "**POWER**" key once. The device should be turned off. If it does not respond, repeat the above steps.



**NOTE:** In the programming mode, if no key is received within 30 seconds, the device mode key backlight will blink rapidly 7 times to indicate an error and then extinguish, and the programming mode will end.

### Toggle Power Key Punch-through Functionality

By default, if the remote control is in STB mode, the remote control "**POWER**" button switches your Channel Master TV off ONLY. To control the remote control "**POWER**" button functionality to switch off the TV and/ or Channel Master TV, please do the following:





1. Press and hold the "STB" mode key for 5 seconds.





The "STB" device mode key backlight will light up.



- 2. Press "POWER" key once.
- 3. Do either of the following:





b. Press "0" to control your Channel Master TV ONLY



**NOTE:** In the programming mode if no key is received within 30 seconds, the device mode key backlight will blink rapidly 7 times to indicate an error and then extinguish, and the programming mode will end.

### Toggle Volume Key Punch-through Functionality

By default, "Vol +/-" and "MUTE" keys are sent to your Channel Master TV only when the remote control is in STB mode. Punch-through function for those keys is enabled at the same time when programming the device code is for TV or AUX. That is:



- If the user program device code for a TV device, then the punch through function will be configured for TV at the same time.
- **2.** If user program device code is for an AUX device, the punch through function will be configured for AUX at the **same time**.

To disable the Punch-through function for those keys, do the following:



**1.** Press and hold "**STB**" for 5 seconds, then the STB LED backlight will switch on.



**2.** Press "**STB**" key once again, then both STB and AUX LED backlights will switch on.



3. Press "0".

### **Auto Search Procedures**

If your device does not respond to the remote control after trying all devices codes listed for you brand, or if your brand is not listed, try searching for your device code as follows:

- 1. Turn on your TV or your A/V device.
- On the remote control, press a device mode key (i.e., "TV" or "AUX") and hold for 5 seconds. The device mode key will light up.





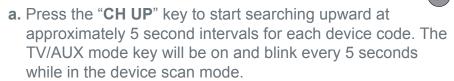


**NOTE:** Use the "**AUX**" mode key to program control of VCR, DVD player, cable box, satellite set-top box, and audio device.



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- 3. Press the "POWER" key once.
- 4. Aim the remote control at the device. Press either the "CH UP" key or "CH DOWN" key to do device autoscan:



**NOTE:** In this search mode, the remote control will send IR codes from the library starting from the lowest code set number to the end of code set for that device; OR

b. Press the "CH DOWN" key to start searching downward at approximately 5 second intervals for each code set. The TV/AUX mode key will be on and blink every 5 seconds while in the device scan mode.



**NOTE:** In this search mode, the remote control will send IR codes from the highest code set number to the beginning of code set of that device.

5. If the device turns off, a working code has been found. Press "OK" once to lock in the code. The selected mode key will blink twice



6. If all code sets of that device are exhausted in the search and the "OK" is not pressed, the selected device key will blink rapidly 7 times and the search mode will be terminated.



NOTE: During the auto-scan, you can press "UP"

arrow or "DOWN" arrow to advance to the next device code immediately without waiting for 5 seconds. You can also use "UP" arrow or "DOWN" arrow to change the direction of the search. In the programming mode if no key is received within 30 seconds, the device mode key backlight will blink rapidly 7 times to indicate an error and then extinguish, and the programming mode will end.



# Step 1 - Connecting Video HDTV (High-Definition)

Select only one Video option and then proceed to TV Source

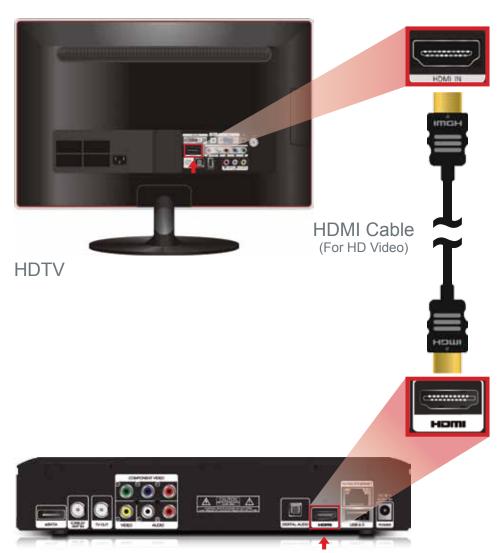
## **OPTION #1 (Recommended)**

Connect to HDMI

(HDMI cable included)



experience with a single cable





**W**3G

CM-7400 Back

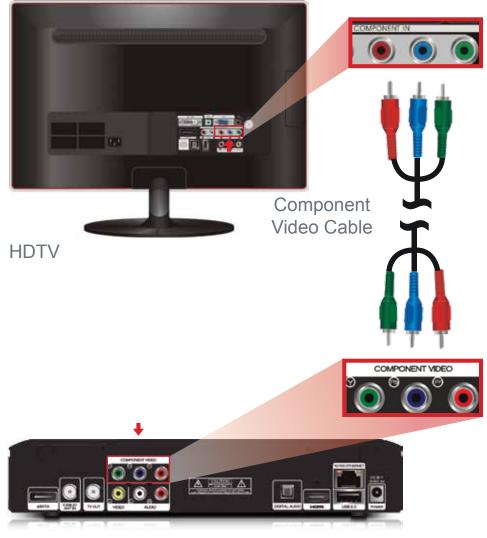
\*This connection handles both Video and Multi-Channel Audio. If you have selected HDMI for your Video, then proceed to page 15.

### **OPTION #2**

### **Connect to Component Video\***

(\*Component Video cable not included)





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## Step 1 - Continued

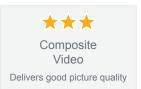
**SDTV** (Standard-Definition)

Select only one Video option and then proceed to TV Source

## **OPTION #3**

## **Connect to Composite Video**

(Composite Video cable included)









**SDTV** 

Composite Video Cable (Please use Yellow Connector for Video Connection)







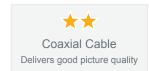


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## **OPTION #4**

### **Connect to Coaxial**

(Coaxial cable included)





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## Step 2 - Connecting TV Source

ATSC Antenna or Clear QAM Cable TV

Select only one TV Source option and then proceed to Audio

### **OPTION #1**

Connect to Outdoor or Indoor Antenna Source (ATSC Antenna)

(Coaxial cable included)



(Outdoor or indoor antenna sold separately)

Coaxial Cable





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## **OPTION #2**

## Connect to Clear QAM Cable TV Source using RF Coaxial Cable

(Coaxial cable included)







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## Step 3 - Connecting Audio

TV (Stereo) or A/V Receiver (Surround Sound)

Select only one Audio option and then proceed to Networking

### **OPTION #1**

### Connect to TV's Stereo Audio

(Composite Video cable included)







**HDTV** 

## Composite Video Cable

(Use Red/White Connectors for Audio Connection if you've selected Component Video, or Composite Video)





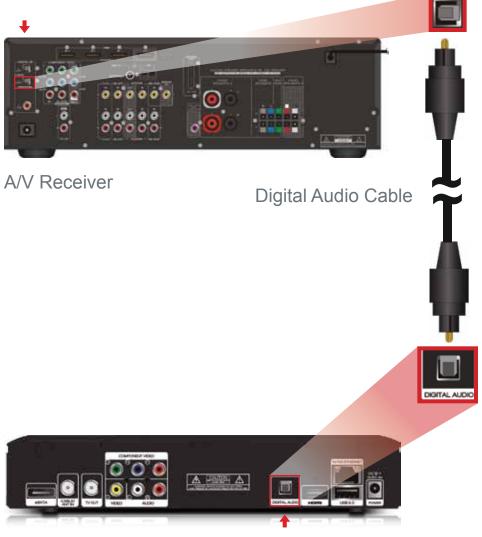




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## **OPTION #2**

Connect to A/V Receiver for Digital 5.1 Surround Sound\* (\*Digital Audio cable not included)



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## Step 4 - Connecting Network

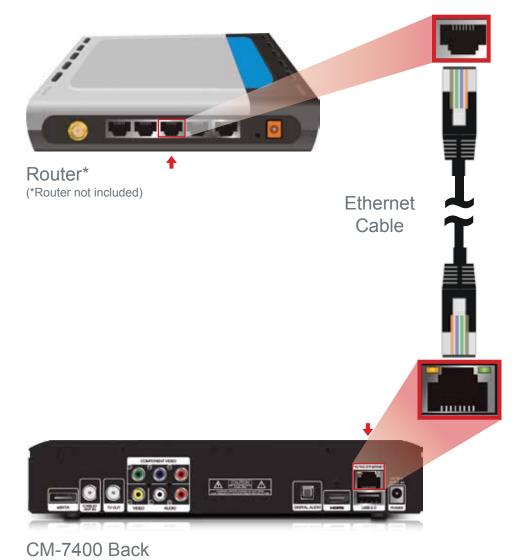
Wired or Wireless

Select only one Networking option and then proceed to Powering Up

## **OPTION #1 (Recommended)**

Connect to Wired Network via DSL, Cable Modem or Network Router\*

(\*Ethernet cable not included)





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## **OPTION #2**

Connect to Wireless Network via Wireless Network **Router or Access Point** 



Wireless Router\* (\*Wireless Router not included)





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## Step 5 - Powering Up

Setting up Remote Control

Put remote together and then proceed to connecting to a power source

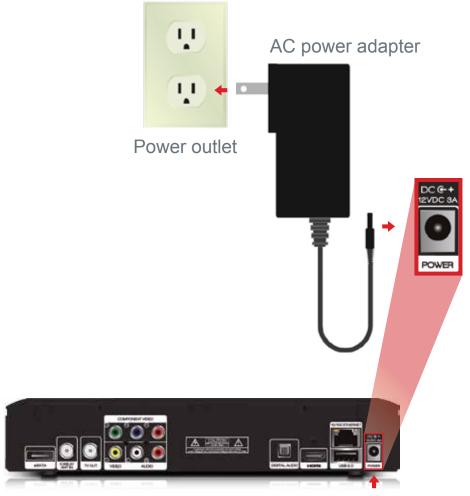
- 1. Locate the AA batteries and remote in the accessory box.
- 2. Open battery cover by pressing down on battery cover latch and sliding cover off.
- 3. Insert the AA batteries, matching the "+" and "-" marks on the batteries to the "+" and "-" marks on the interior of the remote.
- 4. Snap the battery cover back onto the remote.





### Connecting to Power Source

- 1. Connect the power connector from adapter to "POWER" in on your Channel Master TV product.
- 2. Connect AC adapter to power outlet.
- 3. Press power button to turn unit ON and follow on-screen directions.



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## Appendix - Device Codes

Your Universal Remote Control can control many brands and models of televisions, VCR's, DVD's and other types of audiovisual equipment. The following pages list device codes for many categories and brands of equipment. Many brands list more than one code, and you may need to test several codes to find the best match for your equipment. Your equipment may be supported even if your brand is not shown in the list below. If you cannot locate your brand, or none of the listed device codes work, then you may still use the Auto-Search feature to try to locate a suitable device code (see page 10).

## TV

#### **DIGITAL TV**

Samsung 0163 Zenith 0165

#### HD PLASMA DISPLAY

RCA 0242, 0262

#### HDTV

Apex 0083 Daewoo 0267, 0333, 0419, 0336

Hitachi 0091 ILO 0094

JVC 0071

Mitsubishi 0111, 0238, 0013, 0147

Panasonic 0311, 0012 Philips 0192, 0303, 0000,

0244

Proscan 0138

RCA 0138, 0158, 0140, 0262

Sampo 0055

Sharp 0198

Sony 0236, 0035, 0043, 0231

Zenith 0103, 0105

#### **HDTV MONITOR**

Brillian 0184
Panasonic 0161
Philips 0217
RCA 0282
Sears 0184

### HDTV PROJECTION

#### **MONITOR**

Panasonic 0215, 0299, 0310

Pioneer 0010, 0058 Zenith 0091

#### **HDTV PROJECTION TV**

Panasonic 0196 Sony 0236

#### LCD HDTV

Akai 0108 ILO 0059 Olevia 0142 Polaroid 0212 Syntax 0142 Westinghouse 0021 Zenith 0018

#### **LCD PROJECTION TV**

LG 0207 Panasonic 0033

Epson 0247

Akai 0270

#### Sony 0243, 0053, 0292 LCD TV

AOC 0275 Audiovox 0205, 0003, 0150 Benq 0028 Coby 0306, 0475, 0477,

0479, 0480, 0481, 0482, 0483, 0484, 0485

Dell 0070, 0256, 0230, 0376, 0363, 0441

Emerson 0115, 0442, 0333, 0334, 0331, 0330, 0419, 0391, 0450, 0457

Funai 0144 Hisense 0109

Emprex 0134, 0394

HP 0191

Initial 0271, 0458 Insignia 0139

JVC 0251, 0101, 0194 LG 0148, 0308, 0040,

Magnavox 0044, 0271 Maxent 0098

Mintek 0271, 0458

Mitsubishi 0238 NEC 0149

NET-TV 0197

Norcent 0275 Olevia 0168, 0414, 0365,

0369, 0385

Panasonic 0253, 0038, 0285, 0117, 0291

Philips 0034, 0112

Polaroid 0130, 0089, 0078, 0281, 0167

RCA 0242

Samsung 0187, 0166, 0234, 0177, 0057, 0093,

0283, 0296, 0180

Sansui 0199

Sanyo 0031, 0298 Sharp 0008, 0160

Sharp 0008, 0160, 0219, 0084, 0241, 0060, 0294, 0074

Sony 0243, 0155, 0035, 0126, 0090

Sylvania 0144, 0115, 0284

Syntax 0168, 0414, 0365, 0369, 0385

Tatung 0092

Toshiba 0042, 0222, 0064

Trutech 0206



Viewsonic 0021, 0085, 0107, 0026, 0290, 0174, 0082, 0277, 0255, 0069, 0304 Vizio 0002

Westinghouse 0021, 0063, 0054, 0424, 0333, 0359, 0360, 0380, 0382, 0409

Zenith 0146

#### LCD TV/PC MONITOR

Sampo 0280

#### LCD TV/TUNER COMBO

Polaroid 0130

#### **PLASMA DISPLAY**

Acer 0229 Daewoo 0067

Fujitsu 0240

Funai 0250

Panasonic 0195

Pioneer 0203, 0077, 0065

Samsung 0171, 0118, 0095, 0258

Toshiba 0099

Viewsonic 0156, 0106 Zenith 0183, 0214, 0226

#### PLASMA TV

Akai 0201 Elite 0213 Gateway 0269 Hewlett Packard 0123, 0400.0402 HP 0191, 0400, 0402 ILO 0237, 0421, 0458 LG 0133, 0172 Magnavox 0047, 0025 Panasonic 0033, 0104, 0179 Pioneer 0213 Samsung 0166, 0254 Sanyo 0131 Sony 0155 SVA 0185, 0356, 0457 Viewsonic 0080

#### PLASMA TV MONITOR

Akai 0170 Fujitsu 0252, 0049, 0260, 0186, 0257 Hitachi 0091, 0041, 0080, 0314 Marantz 0224

NEC 0224

Vizio 0002

**NET-TV 0004** 

Panasonic 0039

Pioneer 0208 Plasmsync 0224 Sony 0289, 0086 Toshiba 0224, 0120 Zenith 0011

#### **PROJECTION HDTV**

Sharp 0313, 0246

#### **PROJECTION TV**

Hitachi 0091, 0066, 0141, 0100, 0020, 0261, 0235 JVC 0071, 0248 Magnavox 0202 Mitsubishi 0263, 0111, 0238, 0013, 0147, 0073, 0137

Panasonic 0033, 0196, 0110

Philips 0132 Pioneer 0152

RCA 0138, 0158

Samsung 0007, 0300, 0218, 0119

Sharp 0127

Sony 0243, 0178, 0135, 0125

Toshiba 0307, 0159, 0081, 0006

Zenith 0164

#### TV - TV

Admiral 0223, 0288, 0129, 0326.0334 Advent 0312, 0341 Adventura 0143 Aiwa 0124 Akai 0153, 0177, 0046, 0287, 0347, 0420, 0339, 0512, 0513, 0514, 0515 Alleron 0268 America Action 0097 Amtron 0182 Anam 0097 Anam National 0279, 0182 AOC 0239, 0308, 0390, 0411. 0461. 0464

Apex 0249, 0264 Apex Digital 0227, 0329, 0343, 0490

Audiovox 0182, 0097, 0333, 0344, 0351, 0358, 0381, 0448, 0454, 0455, 0491

Aventura 0295, 0330 Axion 0448 Belcor 0308

Bell & Howell 0223, 0014 Beng 0079 Bradford 0182, 0097 Brockwood 0308 Broksonic 0097, 0288, 0032, 0046, 0199, 0334 Candle 0143, 0308 Carver 0325

Celera 0227 Changhong 0227

Celebrity 0153, 0322

Citizen 0182, 0221, 0308, 0061 Clarion 0097

Colortyme 0308 Commercial Solutions 0396, 0323

Concerto 0308 Contec 0097 Contec/Cony 0182

Craig 0182, 0097 Crosley 0122, 0322, 0325

Crown 0182, 0097 CTX 0027

Curtis 0486, 0496 Curtis Mathes 0017, 0014. 0221, 0122, 0209, 0308,

0129, 0323, 0325, 0333, 0326, 0339, 0327, 0419, 0367, 0386

CXC 0182, 0097 Cytron 0051, 0220

Daewoo 0239, 0062, 0274, 0308.0061

Daytron 0308 Denon 0209, 0327 Diamond Vision 0045,

0216, 0188

Dimensia 0017 Dish Network System 0453

Dumont 0286, 0308 Durabrand 0048, 0295, 0097, 0288, 0334, 0331, 0330

Dwin 0129 Dynex 0435, 0437, 0439,

0462, 0470 Electroband 0153, 0322 Electrograph 0228, 0430

Electrohome 0153, 0279, 0308, 0334

Element 0469

Emerson 0182, 0268,



0014, 0295, 0097, 0288,

0062, 0032, 0162, 0308,

0390, 0411, 0461, 0464

0276, 0061

Epson 0301

Envision 0308, 0348,

ESA 0295, 0177, 0347,

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#### **AUDIO CASSETTE**

Curtis Mathes 2070 Magnavox 2013 Marantz 2008, 2013 Optimus 2070 Pioneer 2070 Technics 2008

#### **AUDIO SYSTEM**

Curtis Mathes 2070 Pioneer 2070

#### LCD TV/TUNER COMBO

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#### **PHONO**

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Aiwa 4272 BOSE 4269

Panasonic 4254



## **Declaration of Conformity**



To ensure proper use of this product, please read this manual carefully and retain it for future reference. Should the unit require maintenance, contact an authorized service



WARNING: This symbol indicates the presence of uninsulated dangerous voltage within the product's enclosure that constitutes a risk of electric shock. Do not open the product's case.



CAUTION: This symbol indicates you must take care; there is risk of damage to the equipment or to yourself.



To prevent fire or shock hazard, do not expose this product to rain or moisture. To reduce the risk of electric shock, DO NOT remove the cover or back. No user serviceable parts are inside. For servicing refer to qualified personnel.



**Declaration of Conformity** (United States Only)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following 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 with the limits for a Class B digital device, pursuant to Part 15 of the Federal Communication Commission (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 quarantee 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 the receiver.
- · Connect the equipment to a different circuit from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



#### **Declaration of Conformity (Europe Only)**

This product is in conformity with the Council Directives:

- EMC Directive 2004/108/EC
- Low voltage Directive 2006/95/EC



#### **Canada Certification Notice**



ICES-003 Class B Notice

This Class B digital apparatus complies with Canadian ICES-003. Avis NMB-003, Classe B

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective operations and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The department does not guarantee the equipment will operate to the user's satisfaction. This equipment meets the applicable Industry Canada Terminal Equipment Technical Specification. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment. If you experience trouble with this equipment, do not try to repair the equipment yourself. The equipment cannot be repaired in the field and must be returned to the manufacturer. Repairs to certified equipment should be coordinated by a representative, and designated by the supplier.



## **Product Return Policy & Warranty**

#### IN WARRANTY / OUT OF WARRANTY / CREDIT PROCEDURE EFFECTIVE IMMEDIATELY

#### **WARRANTY PERIOD:**

Channel Master TV has a standard one (1) year limited warranty from the original purchase date. During the first ninety (90) days, your warranty covers both parts and labor. After ninety (90) days, and for the remainder of the one year warranty period, your warranty covers parts alone. Certain limitations and exclusions apply.

#### **DEALERS & CONSUMERS:**

Dealers and consumers can return any In-Warranty Channel Master product to the Warranty department for repair or replacement. For In-Warranty service the consumer or dealer must call Technical Service and request an RMA number in order to return the product. The returned product must have the RMA number visible on the box and must include the bill of sale showing the unit is within the warranty period. If the unit is found to be defective under our Warranty Policy Channel Master will repair or replace the item at no charge. Products outside of the warranty period should not be returned to Channel Master with the exception of any product requested by Technical Support to be accessed for quality assurance purposes. Technical Service Phone: +1.877.746.7261 \* Some products have extended term warranty periods.

#### WARRANTY: EFFECTIVE IMMEDIATELY

#### **GENERAL TERMS:**

1.1 Subject to the provisions of this Warranty, CHANNEL MASTER warrants that the equipment and software described in Paragraph 1.2 will conform to our specifications in all material respect and that the equipment will be free from material defects in materials and workmanship during the Limited Warranty period. 1.2 This Warranty applies to all original purchases by Customers of CHANNEL MASTER ("Equipment"). The warranties set forth herein are not transferable. 1.3 The Effective period of this Warranty will start on the date of purchase of the Equipment or the date of installation by a CHANNEL MASTER approved technician and will end, for the Equipment, ninety (90) day later (for all component parts and system upgrades), unless otherwise expressed or provided herein (in each case the "Warranty Period").

#### RETURN OF EQUIPMENT UNDER WARRANTY:

2.1 If an item of Equipment malfunctions or fails in normal use within the applicable Warranty Period: (a) The Customer shall notify CHANNEL MASTER within thirty (30) days of the problem. (b) CHANNEL MASTER will, at its option, either resolve the problem over the telephone or provide the customer with a Return Authorization ("RMA") Number and the address to which the customer may ship the defective item; (c) If the problem can not be resolved over the telephone, the Customer shall attach a label showing the RMA number to each returned item, and include a description of the problem. The Customer shall, at his or her own cost, properly pack the item to be returned, mark the RMA# on the outside of the box, prepay the insurance and shipping charges, and ship the item to the specified CHANNEL MASTER location. (d) Unauthorized return of any equipment, whether in or out of warranty, will be subject to a handling charge, in addition to all repair and all transportation charges. (e) CHANNEL MASTER will, at its sole option, repair or replace the returned item. If replaced, the replacement item may be new or refurbished; if refurbished it will be equivalent in operation to new Equipment. If a returned item is replaced by CHANNEL MASTER, the Customer agrees that the returned item will become the property of CHANNEL MASTER. (f) CHANNEL MASTER will complete the exchange of CHANNEL MASTER manufactured equipment returned under this Warranty within a reasonable time, subject to lead-times from factory, and will make a good faith effort to minimize any and all delays where possible; and (g) CHANNEL MASTER will, at its cost, ship the repaired item or replacement to the Customer. If the Customer requests express shipping, the Customer will pay CHANNEL MASTER an expediting fee. 2.2 Equipment which is repaired or replaced by CHANNEL MASTER under this Warranty will be covered under all of the provisions of this Warranty for the remainder of the applicable Warranty period (for that particular equipment) from the date of repair or replacement, whichever is longer. 2.3 If equipment is repaired beyond effective warranty dates or if abnormal usage had occurred, Customer shall be charged applicable rates and the Customer will be advised of the estimated charges prior to repair by CHANNEL MASTER's authorized service center. 2.4 The price of out-



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of-warranty repairs payable by the Customer will be based on standard labor and parts prices in effect at the time of the repair. CHANNEL MASTER will use its best efforts to ensure that the cost of such repair, exchange, refurbishing, or substitution will not exceed the original price of Product. 2.5 If the problem reoccurs within the warranty period, CHANNEL MASTER will, at its option: (1) re-perform the service; (2) replace the product pursuant to the terms of this warranty, (3) permit Customer to return the product and issue a refund pursuant to this warrant, or (4) refund the amount the Customer paid for the services.

#### PRODUCT MODIFICATION:

**4.1** CHANNEL MASTER reserves the right to make changes or improvements to its products, during subsequent production, without incurring the obligation to install such changes or improvements on previously manufactured or sold products. FORCE MAJEURE: **5.1** CHANNEL MASTER will not be liable if its performance under this warranty becomes commercially impracticable due to any contingency beyond CHANNEL MASTER's reasonable control, including acts of God, fires, flood, wars, sabotage, civil unrest, accidents, labor disputes or shortages, government laws, rules and regulations, whether valid or invalid, inability to obtain material, equipment or transportation, incorrect, delayed or incomplete specifications, drawings or data supplied by Customer (collectively "Force Majeure").

#### LIMITATIONS AND QUALIFICATIONS OF WARRANTY:

6.1 This Limited Warranty extends only to the original purchaser of the Equipment and is in lieu of all other express or implied warranties, including those of merchantability and fitness for a particular purpose. This Warranty does not apply to any damage, defect of failure caused by: (a) any part of the equipment having been modified, adapted, repaired, maintained, transported or relocated by any person; (b) Storage or environmental characteristics which do not conform to the applicable sections of the appropriate Equipment Manual or Instruction Sheet; (c) Failure to conform with the Equipment Operating Instructions in the applicable Equipment Manual or Instruction Sheet; (d) External causes, including external electrical stress or lightning, or use in conjunction with incompatible equipment, unless such use was with CHANNEL MASTER's prior written request; (e) Cosmetic damage; (f) Accidental damage, negligence, modification, mishandling, abuse or misuse; or (g) Force Majeure. Warranty does not cover: (a) Labor charges for installation or setup of the product. (b) Any taxes imposed on CHANNEL MASTER for units replaced or repaired under this warranty. (c) Installation, performance of, or repair of: audio/video cabling, telephone line, or accessory attachments used with the product. (d) Product replacement because of misuse, accident, lightning damage, unauthorized repair, or other cause not within the control of CHANNEL MASTER. Please note that removing the cover of the Unit for any reason voids the warranty. (e) Reception transmission problems caused by signal conditions, telephone line, or cable or antenna systems outside the unit. (f) Damages to, or viruses that may infect your Unit or other devices arising from the use of unauthorized third party devices in connection with your Unit. (g) Incidental or consequential damages resulting from the product. (Some states (or jurisdictions) do not allow the exclusion of incidental or consequential damages, so the above exclusion may not apply to you.) (h) A product that has been modified or adapted to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications. (i) A product used for commercial or institutional purposes. (j) Access connections (telephone or broadband), including charges from your communications provider.

#### LIMITATION ON DAMAGES:

7.1 THIS WARRANTY IS THE CUSTOMER'S EXCLUSIVE WARRANTY FOR THE EQUIPMENT, CHANNEL MASTER SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES OF ANY KIND, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND OF MERCHANTABILITY.

7.2 CHANNEL MASTER WILL NOT BE LIABLE IN TORT, INCLUDING LIABILITY IN NEGLIGENCE OR STRICT LIABILITY, AND WILL HAVE NO LIABILITY AT ALL FOR INJURY TO PERSONS OR PROPERTY. CHANNEL MASTER'S LIABILITY FOR FAILURE TO FULFILL ITS OBLIGATIONS UNDER THIS WARRANTY OR ANY OTHER LIABILITY UNDER OR IN CONNECTION WITH THE EQUIPMENT WILL BE LIMITED TO THE AMOUNT OF THE PURCHASE PRICE OF THE EQUIPMENT AT THE TIME OF ORIGINAL PURCHASE. THE REMEDIES STATED IN THIS WARRANTY ARE THE CUSTOMER'S EXCLUSIVE REMEDIES AGAINST CHANNEL MASTER REGARDING THE EQUIPMENT.

7.3 EVEN IF CHANNEL MASTER HAS BEEN NOTIFIED OF THE POSSIBILITY OF THEM, CHANNEL MASTER WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS AND REVENUES, FAILURE TO REALIZE EXPECTED SAVINGS, ANY CLAIM AGAINST A CUSTOMER BY A THIRD PARTY, OR ANY OTHER COMMERCIAL OR ECONOMIC LOSSES OF ANY KIND.

7.4 THESE LIMITATIONS AND DISCLAIMERS ARE NOT MADE BY CHANNEL MASTER WHERE PROHIBITED BY LAW.



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