

# Operating manual



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# INTRODUCTION

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We at CrewPlex™ want to thank you for purchasing DR10-900. DR10-900 is a robust, two-channel, full-duplex, multi-user, wireless intercom system that operates in the 900MHz frequency band to provide superior range and performance, all without the need for a basestation. The system features lightweight beltpacks and provides exceptional sound quality, enhanced noise cancellation, and long-life battery operation. In addition, the DR10-900's IP67-rated beltpack is built to endure the wear and tear of everyday use, as well as the extremes of outdoor environments.

In order to get the most out of your new DR10-900, please take a few moments to read this manual completely so that you better understand the operation of this product. This document applies to model CP-DR10-900. For questions not addressed in this manual, feel free to contact the CrewPlex Customer Support Department using the information on page 12.

## **PRODUCT FEATURES**

- Robust, Two-Channel System
- Dual Listen
- Simple to Operate
- Up to 10 Full-Duplex Users
- Pack-to-Pack Communication
- Unlimited Listen-Only Users
- Unlimited Shared Users
- 900MHz Frequency Band
- Encrypted FHSS Technology
- Ultra Compact, Small, and Lightweight
- Rugged, IP67-Rated BeltPack
- Long, 12-Hour Battery Life
- Field-Replaceable Battery
- Available Drop-In Charger
- Available Two-Way Radio Integration
- Multiple Headset and Earset Options

# WHAT'S INCLUDED WITH DR10-900?

- BeltPack
- Li-Ion Battery (Installed during shipment)
- USB Charging Cable
- BeltPack Antenna (Attach to beltpack prior to operation.)
- Quick Start Guide
- Product Registration Card

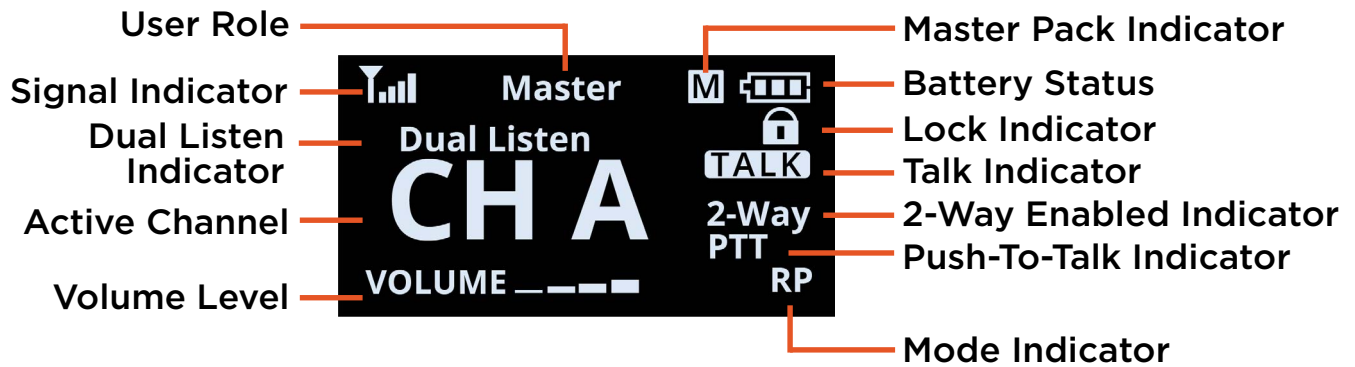
## OPTIONAL ACCESSORIES

Part Number	Description
<b>CrewPlex Accessories</b>	
CAC-USB6-CHG	CrewPlex 6-Port USB Charger
CAC-CPDR-5CASE	IP67-rated CrewPlex Hard Travel Case
CAC-CP-SFTCASE	CrewPlex Soft Travel Case
CPBT-DRC-55	CrewPlex DR10 5+5 Drop-In BeltPack and Battery Charger
CP-REC-900	CrewPlex 900MHz Receiver
<b>Headsets and Adapter Accessories</b>	
CHS-SB11LE-DMG	SmartBoom® LITE Single Ear CrewPlex Headset with Dual Mini Connector for DR5 and DR10
CHS-SB110E-DMG	SmartBoom PRO Single Ear CrewPlex Headset with Dual Mini Connector for DR5 and DR10
CHS-SB210E-DMG	SmartBoom PRO Dual Ear CrewPlex Headset with Dual Mini Connector for DR5 and DR10
CHS-HH210R-DMG	CrewPlex Hard Hat/Helmet Headset with Dual Mini Connector for DR5 and DR10
CHS-HHLTL-DMG	CrewPlex Hard Hat/Helmet In-Ear Headset with Dual Mini Connector for DR5 and DR10
CHS-IEL-M	CrewPlex In-Ear Headset, Single Ear Left Only with Single Mini Connector for DR5 and DR10
CHS-IELPTT-M	CrewPlex In-Ear Headset with Push-To-Talk (PTT) Button, Single Ear Left Only with Single Mini Connector for DR5 and DR10
CHS-LAV-DM	CrewPlex Lavalier Microphone and Eartube with Dual Mini Connector for DR5 and DR10
CHS-LAVPTT-DM	CrewPlex Lavalier Microphone and Eartube with Push-To-Talk (PTT) Button with Dual Mini Connector for DR5 and DR10
CAC-2-1-ADPT	CrewPlex 2 3.5 mm to 1 3.5 mm Headset Adapter for DR5, DR10, or CRC-2WAY-IO
CAC-TRI-6FT	CrewPlex 6-Foot Compact Tripod Kit
<b>Two-Way Radios and Adapter Accessories</b>	
CRC-2WAY-IO	CrewPlex Two-Way Radio In/Out Adapter for DR10 series (requires additional two-way radio cable)
CRC-MOT-X83	CrewPlex Two-Way Radio Adapter Cable for Motorola Radios
CRC-MOT-11M12PA	CrewPlex Two-Way Radio Adapter Cable (Motorola) 11M 12 Pin-A
CRC-MOT-11M8P	CrewPlex Two-Way Radio Adapter Cable (Motorola) 11M 8 Pin
CRC-KEN-2P	CrewPlex Two-Way Radio Adapter Cable for Kenwood Radios
CRC-INT-IO	Interface Cable for Wired Intercom Audio In/Out

# CONTROLS



# DISPLAY INDICATORS



# SETUP

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1. **Attach the beltpack antenna.** It is reverse threaded; screw counter-clockwise.
2. **Connect a headset to the beltpack.** Press firmly until it clicks to make sure the headset connector is seated properly.
3. **Power on.** Press and hold the **POWER** button for two (2) seconds until the screen turns on.
4. **Access the menu.** Press and hold the **MODE** button for three (3) seconds until the screen changes to **<SETTING MODE>**. Short-press **MODE** to scroll through the settings, and then scroll through setting options using **VOLUME +/-**. Press and hold **MODE** to save your selections and exit the menu.
  - a. **Select a Group.** Select a group number from 00–51.

*Important: BeltPacks must have the same group number to communicate.*

## IF OPERATING THE BELTPACK IN REPEATER MODE\*

- b. **Select an ID.** Select a unique ID number.
  - Repeater Mode ID options: M (Master), 01–08 (Full Duplex), S (Shared), L (Listen).
  - One beltpack *must always* use the “M” ID and serve as the Master for proper system function. An “M” indicator designates the Master beltpack on its OLED.
  - Listen-only beltpacks must use the “L” ID. You may duplicate ID “L” on multiple beltpacks.
  - Shared beltpacks must use the “S” ID. You may duplicate ID “S” on multiple beltpacks, but only one shared beltpack may talk at a time.
  - When using “S” IDs, the last full-duplex ID (“08”) cannot be used in the Repeater Mode.
- c. **Confirm BeltPack’s Security Code.** BeltPacks must use the same security code to work together as a system.

*\*Repeater Mode is the default setting. See page 9 for information about changing mode.*

## IF OPERATING THE BELTPACK IN ROAM MODE\*\*

- b. **Select an ID.** Select a unique ID number.
  - Roam Mode ID options: M (Master), SM (Submaster), 02–09, S (Shared), L (Listen).
  - One beltpack *must always* be “M” ID and serve as the Master, and one beltpack *must always* be set to “SM” and serve as the Submaster for proper system function.
  - The Master and Submaster must be located in positions where they always have an unobstructed line of sight to each other.
  - Listen-only beltpacks must use the “L” ID. You may duplicate ID “L” on multiple beltpacks.
  - Shared beltpacks must use the “S” ID. You may duplicate ID “S” on multiple beltpacks, but only one shared beltpack may talk at a time.
  - When using “S” IDs, the last full-duplex ID (“09”) cannot be used in the Roam Mode.

- c. **Access the Roaming Menu.** Select a Roaming menu selection for each beltpack.
  - Auto – Allows the beltpack to automatically log in to the Master or Submaster depending on the environment and the beltpack’s proximity to either.
  - Manual – Allows the user to manually select whether the beltpack is logged in to the Master or Submaster. Press the **MODE** button to select Master or Submaster.
  - Master – When selected, the beltpack is locked into only logging into the Master.
  - Submaster – When selected, the beltpack is locked into only logging into the Submaster.
- d. **Confirm BeltPack’s Security Code.** BeltPacks must use the same security code to work together as a system.

*\*\*When in Roam Mode, the two-way radio Top Button menu options and the Dual Listen function will not be available. See page 9 for information about changing mode.*

## **IF OPERATING THE BELTPACK IN STANDARD MODE**

- b. **Select an ID.** Select a unique ID number.
  - Standard Mode ID options: M (Master), 01-09 (Full Duplex), S (Shared), L (Listen).
  - One beltpack *must always* use the “M” ID and serve as the Master for proper system function. An “M” indicator designates the Master beltpack on its OLED.
  - Listen-only beltpacks must use the “L” ID. You may duplicate ID “L” on multiple beltpacks.
  - Shared beltpacks must use the “S” ID. You may duplicate ID “S” on multiple beltpacks, but only one shared beltpack may talk at a time.
  - When using “S” IDs, the last full-duplex ID (“09”) cannot be used in the Standard Mode.
- c. **Confirm BeltPack’s Security Code.** BeltPacks must use the same security code to work together as a system.

## BATTERY

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The rechargeable Lithium-ion battery is installed in the device at shipment. To recharge the battery, either 1) plug the USB charging cable into the device USB port or 2) connect the device to the drop-in charger (CPBT-DRC-55, sold separately). The LED in the top right corner of the device will illuminate solid red while the battery is charging and will turn off once the battery is fully charged. The battery charge time is approximately 3.5 hours from empty (USB port connection) or approximately 6.5 hours from empty (drop-in charger). The beltpack may be used while charging, but doing so may lengthen battery charge time.

# TWO-WAY RADIO INTEGRATION

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Figure 1: CrewPlex Two-Way I/O Headset Adapter (CRC-2WAY-IO)

## **TWO-WAY I/O HEADSET ADAPTER ACCESSORY**

The DR10 system can be integrated with a two-way radio system via the CrewPlex Two-Way I/O Headset Adapter (CRC-2WAY-IO). The DR10 system offers two basic modes of operation when interfacing and connecting to two-way radio systems. The Local mode allows users to connect to a two-way radio and keep their conversations private from the other DR10 system users. Only the DR10 user in Local mode can hear and talk to the users on the two-way system. The System mode allows a two-way radio to be connected to a DR10 system and all users can hear and talk using the connected two-way radio.

See the CRC-2WAY-IO Quick Start Guide for more information on the CrewPlex Two-Way I/O Headset Adapter.

## **CONNECTING A TWO-WAY RADIO TO THE SYSTEM**

1. Ensure that two-way radios and CrewPlex BeltPacks are powered off.
2. Connect the CrewPlex Two-Way I/O Headset Adapter (CRC-2WAY-IO) to the Master beltpack's dual-mini headset port. (The adapter connector prong marked with "R" should be inserted into the beltpack's "RPT" port.)
3. Use the appropriate two-way radio cable to connect the adapter to the two-way radio.
4. If desired, connect a CrewPlex Two-Way I/O Headset Adapter to each additional beltpack needing remote push-to-talk ability. (Users with a secondary adapter may push to talk from the adapter instead of the beltpack.)
5. On the CrewPlex Two-Way I/O Headset Adapter top switch, choose System or Local.
6. Power on the two-way radios and beltpacks.
7. Set the volume of the two-way radio connected to the beltpack to 50%. (You may adjust its volume further if desired once setup is complete.)
8. In the beltpack menu, choose a function for the Top Button (see "Menu Settings" on page 8 below for more information).
9. Enable **TALK** on the Master beltpack. This ensures that audio from the two-way radio will be heard in the CrewPlex system when the Master beltpack does not have its Top Button engaged.
10. Press and hold a beltpack's Top Button to talk to all beltpacks (on the active channel) and to all connected two-way radios (System Mode). In Local Mode, the Top Button will only send audio to other two-way radios.



# OPERATION

- **LED Modes** - LED is blue and double blinks when logged in and single blinks when logged out. LED is red when battery charging is in progress. LED turns off when charging is complete.
- **Lock** - To toggle between Lock and Unlock, press and hold the **TALK** and **MODE** buttons simultaneously for three (3) seconds. A lock icon appears on the OLED when locked. This function locks the **TALK** and **MODE** buttons, but it does not lock headset volume control, the **POWER** button, or the **PTT** button.
- **Volume Up and Down** - Use the **+** and **-** buttons to control the headset volume. "Volume" and a stair-step indicator display the beltpack's current volume setting on the OLED. You will hear a beep in your connected headset when the volume is changed. You will hear a different, higher-pitched beep when maximum volume is reached.
- **Talk** - Use the **TALK** button to enable or disable talk for the device. "TALK" appears on the OLED when enabled.
  - » Latch talking is enabled/disabled with a single, short press of the button.
  - » Momentary talking is enabled by pressing and holding the button for two (2) seconds or longer; talk will remain on until the button is released.
  - » Shared users ("S" ID) can enable talk for their device with the momentary talking function (press and hold while talking). Only one Shared user can talk at a time.
- **Mode** - Short-press the **MODE** button to toggle between the channels enabled on the beltpack. Long-press the **MODE** button to access the menu.
- **Dual Listen** - When Dual Listen is on, users will be able to hear both Channel A and B while talking only on the currently selected channel.
- **Two-Way Push-to-Talk** - If you have a two-way radio connected to the Master beltpack, you may use the Top Button to activate talk for the two-way radio.
- **Out of Range Tones** - The user will hear three quick tones when the beltpack logs out of the system, and they will hear two quick tones when it logs in.

## OPERATING MULTIPLE DR10-900 SYSTEMS IN ONE LOCATION

Each separate DR10-900 system should use the same Group and Security Code for all beltpacks in that system. CrewPlex recommends that systems operating in proximity to one another set their Groups to be at least ten (10) values apart. For example, if one system is using Group 03, another system nearby should use Group 13.



Figure 2: Lock Indicator

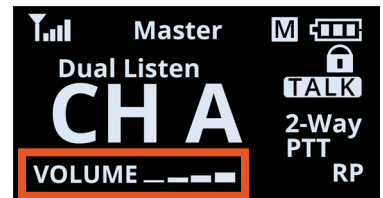


Figure 3: Volume Setting



Figure 4: Talk Indicator

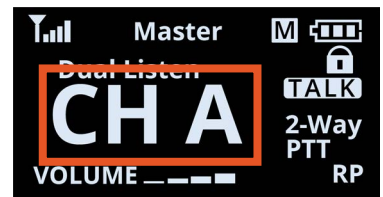


Figure 5: Channel Indicator

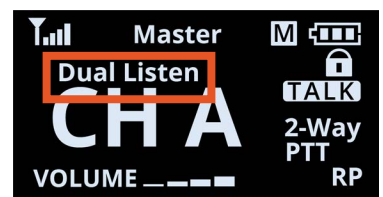


Figure 6: Dual Listen Indicator



Figure 7: Two-Way PTT Indicator

# MENU SETTINGS

The following table lists adjustable settings and options. To adjust these settings from the beltpack menu, follow the instructions below.

1. To access the menu, press and hold the **MODE** button for three (3) seconds until the screen changes to **<Setting Mode>**.
2. Short-press the **MODE** button to scroll through the settings: Group, ID, Side Tone, Mic Gain, Channel A, Channel B, Security Code, Roaming (only in Roam Mode), Dual Listen, and Top Button.
3. While viewing each setting, you may scroll through its options using the **VOLUME +/-** buttons; then, continue to the next menu item by pressing the **MODE** button. See the table below for the available options under each setting.
4. Once you finish your changes, press and hold **MODE** to save your selections and exit the menu.

Setting	Default	Options	Description
Group	N/A	00-51	Coordinates operation for beltpacks communicating as a system. BeltPacks must have the same group number to communicate.
ID	N/A	M SM  01-08 02-09 01-09 S L	Master ID Submaster ID (Only available in Roam mode - see Tech Menu below.) Repeater* Mode ID options Roam Mode ID options Standard Mode ID options Shared Listen-Only
Side Tone	Off	On, Off	Allows you to hear yourself while talking. Louder environments may require you to enable your side tone.
Mic Gain	1	1-8	Determines the headset microphone audio level being sent from the microphone pre amp.
Channel A	On	On, Off	
Channel B	On	On, Off	(Not available in Roam Mode.)
Security Code ("SEC Code")	0000	4-digit alpha-numeric code	Limits access to a system. BeltPacks must use the same security code to work together as a system.
Roaming	Auto	Auto, Manual, Submaster, Master	Determines whether a beltpack can switch between the Master and Submaster beltpacks. (Only available in Roam mode - see Tech Menu below.)
Dual Listen	Off	On, Off	Allows the user to listen to both Channel A and B while talking on the currently selected channel. (Not available in Roam mode - see Tech Menu below.)

Setting	Default	Options	Description
Top Button	Off	Channel Switch, Channel Switch + Trigger, Trigger Local, Trigger System, Off	Determines the beltpack's top button behavior when a two-way radio is connected to the system. (Not available in Roam mode - see Tech Menu below.)

*\*Repeater Mode is the default setting. See page 9 for information about changing mode.*

## TOP BUTTON - MENU SETTING INFORMATION

The BeltPack Top Button can be set to different modes for use with two-way integration.

- **Channel Switch:** When the beltpack is set to “Channel Switch,” a press and hold of the top button on the beltpack will allow the user to momentarily switch channels to talk and listen on the beltpacks other channel. When the top button is released, the beltpack returns to the channel it was previously on.
- **Channel Switch and Trigger:** When the beltpack is set to “Channel Switch and Trigger,” a press and hold of the top button on the beltpack will allow the user to momentarily switch channels to talk and listen on the beltpacks other channel while also triggering an attached System-mode two-way radio. When the top button is released, the beltpack returns to the channel it was previously on.
- **Trigger Local:** When the pack is set to “Trigger Local,” the top button on the beltpack will trigger an attached Local-mode two-way radio's PTT.
- **Trigger System:** When the pack is set to “Trigger System,” the top button on the beltpack will trigger an attached System-mode two-way radio's PTT.
- **Off:** When the pack is set to “Off,” the top button will do nothing when pressed.

## TECH MENU - MODE SETTING CHANGE

The mode can be changed between three settings for different functionality:

- **Repeater Mode\*** connects users working beyond line of sight from one another by locating the Master beltpack in a prominent central location.
- **Roam Mode** connects users working beyond line of sight as well as extends the range of the DR10 system by strategically locating the Master and Submaster beltpacks.
- **Standard Mode** connects users where line of sight between users is possible.

*\*Repeater Mode is the default setting.*

## Follow the instructions below to change the mode.

1. Access the beltpack's Tech Menu by simultaneously pressing and holding the **TOP BUTTON** and **MODE** until **<Tech Menu>** displays.
2. Scroll between the “**RP**,” “**RM**,” and “**ST**” options using the **VOLUME +/-** buttons.
3. Press and hold **MODE** to save your selections and exit the Tech Menu. The beltpack will automatically power off.
4. Press and hold the **POWER** button for two (2) seconds; the beltpack will power back on and will be using the newly selected mode.

# RECOMMENDED SETTINGS BY HEADSET

The following table provides recommended DR10-900 settings for several common headset models.

Headset Model	Recommended Setting
	Mic Gain
SB & SBL (CHS-SB11LE-DMG, CHS-SB110E-DMG, CHS-SB210E-DMG)	1
CHS-HH210R-DMG	6
CHS-HHLLTL-DMG	4
CHS-IEL-M	7

Use the diagram of the wiring for the beltpack's TRRS connector if you choose to connect your own headphones. The microphone bias voltage range is 1.9V DC unloaded and 1.3V DC loaded.

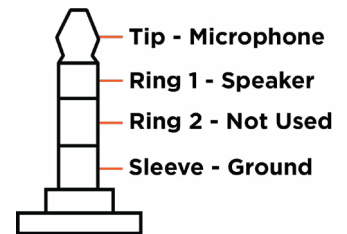


Figure 8: TRRS Connector

# DEVICE SPECIFICATIONS

Specification*	CP-DR10-900
Radio Frequency Type	ISM 902-928 MHz
Radio Interface	GFSK with FHSS
Voice Codec	16 bit / 8kHz
Maximum Effective Isotropically Radiated Power (EIRP)	400 mW
Rx Sensitivity	-95 dBm
Frequency Channels	52
Frequency Response	50 Hz ~ 4 kHz
Encryption	AES 128
Channel Spacing	0.5 MHz
Number of Talk Channels	2
Maximum Full-Duplex Users	10
Number of Shared Users	Unlimited
Number of Listen Only Users	Unlimited
Antenna	Detachable 1 dBi Helical Antenna
Battery Type	Rechargeable 3.7V; 2,000 mA Li-ion field-replaceable battery
Battery Life	Approx. 12 hours
Battery Charging Time	3.5 hours (USB cable) 6.5 hours (Drop-in charger)
Charge Type	USB Micro; 5V; 1-2 A
Dimension (with Belt Clip)	4.83 in. (H) × 2.64 in. (W) × 1.22 in. (D) [122.7 mm (H) × 67 mm (W) × 31 mm (D)]
Weight	6.35 oz. (180 g)
Display	OLED

*\*Notice about Specifications: While CrewPlex makes every attempt to maintain the accuracy of the information contained in its product manuals, that information is subject to change without notice. Performance specifications included in this manual are design-centered specifications and are included for customer guidance and to facilitate system installation. Actual operating performance may vary. Manufacturer reserves the right to change specifications to reflect latest changes in technology and improvements at any time without notice.*

# PRODUCT CARE AND MAINTENANCE

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Clean using a soft, damp cloth.

*CAUTION: Do not use cleaners that contain solvents. Keep liquid and foreign objects out of the device openings. If the product is exposed to rain, gently wipe off all surfaces, cables, and cable connections as soon as possible and allow unit to dry before storing.*

## PRODUCT SUPPORT

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CrewPlex offers technical support via phone and email from 07:00 to 19:00 Central Time (UTC-06:00), Monday through Friday.

+1.334.321.1400

customer.support@crewplex.com

Visit [www.crewplex.com](http://www.crewplex.com) for product support references and helpful documentation.

### **RETURNING EQUIPMENT FOR REPAIR OR MAINTENANCE**

All questions and/or requests for a Return Authorization Number should be directed to the Customer Service Department (customer.service@crewplex.com). Do not return any equipment directly to the factory without first obtaining a Return Material Authorization (RMA) Number. Obtaining a Return Material Authorization Number will ensure that your equipment is handled promptly.

All shipments of CrewPlex products should be made via UPS, or the best available shipper, prepaid and insured. The equipment should be shipped in the original packing carton; if that is not available, use any suitable container that is rigid and of adequate size to surround the equipment with at least four inches of shock-absorbing material. All shipments should be sent to the following address and must include a Return Material Authorization Number:

CrewPlex Customer Service Department  
Attn: Return Material Authorization #  
205 Technology Parkway  
Auburn, AL USA 36830-0500

# LICENSE INFORMATION

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## **CREWPLEX DR10-900 FCC COMPLIANCE STATEMENT**

00004394 (FCCID: YJH-GM-900MSS)

This equipment has been tested and found to comply with 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 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.

## **CAUTION**

Modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Compliance Information: This device complies with Part 15 of the FCC Rules. Operation 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.

## **IMPORTANT NOTE**

FCC RF Radiation Exposure Statement: This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment.

The antennas used for this transmitter must be installed to provide a separation distance of at least 5 mm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

## **CANADIAN COMPLIANCE STATEMENT**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). (Specifically RSS 247 Issue 2 (2017-02) and RSS-GEN Issue 5 (2019-03)). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

# CREWPLEX WARRANTY STATEMENT

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CrewPlex products are warranted to be free from defects in materials and workmanship for a period of two years from the date of sale to the end user, under the following conditions:

- First year of warranty included with purchase.
- Second year of warranty requires product registration.

All headsets and accessories (including CrewPlex-branded batteries) carry a one-year warranty.

The sole obligation of CrewPlex, LLC during the warranty period is to provide, without charge, parts and labor necessary to remedy covered defects appearing in products returned prepaid to CrewPlex, LLC. This warranty does not cover any defect, malfunction, or failure caused by circumstances beyond the control of CrewPlex, LLC, including but not limited to negligent operation, abuse, accident, failure to follow instructions in the Operating Manual, defective or improper associated equipment, attempts at modification and/or repair not authorized by CrewPlex, LLC, and shipping damage. Products with their serial numbers removed or effaced are not covered by this warranty.

This limited warranty is the sole and exclusive express warranty given with respect to CrewPlex, LLC products. It is the responsibility of the user to determine before purchase that this product is suitable for the user's intended purpose. ANY AND ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY. NEITHER CREWPLEX, LLC NOR ANY AUTHORIZED RESELLER WHO SELLS CREWPLEX PROFESSIONAL INTERCOM PRODUCTS IS LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND.

## **PARTS LIMITED WARRANTY**

Replacement parts for CrewPlex, LLC products are warranted to be free from defects in materials and workmanship for 120 days from the date of sale to the end user.

This warranty does not cover any defect, malfunction, or failure caused by circumstances beyond the control of CrewPlex, LLC, including but not limited to negligent operation, abuse, accident, failure to follow instructions in the Operating Manual, defective or improper associated equipment, attempts at modification and/or repair not authorized by CrewPlex, LLC, and shipping damage. Any damage done to a replacement part during its installation voids the warranty of the replacement part.

This limited warranty is the sole and exclusive express warranty given with respect to CrewPlex, LLC products. It is the responsibility of the user to determine before purchase that this product is suitable for the user's intended purpose. ANY AND ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY. NEITHER CREWPLEX, LLC NOR ANY AUTHORIZED RESELLER WHO SELLS CREWPLEX PROFESSIONAL INTERCOM PRODUCTS IS LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND.

