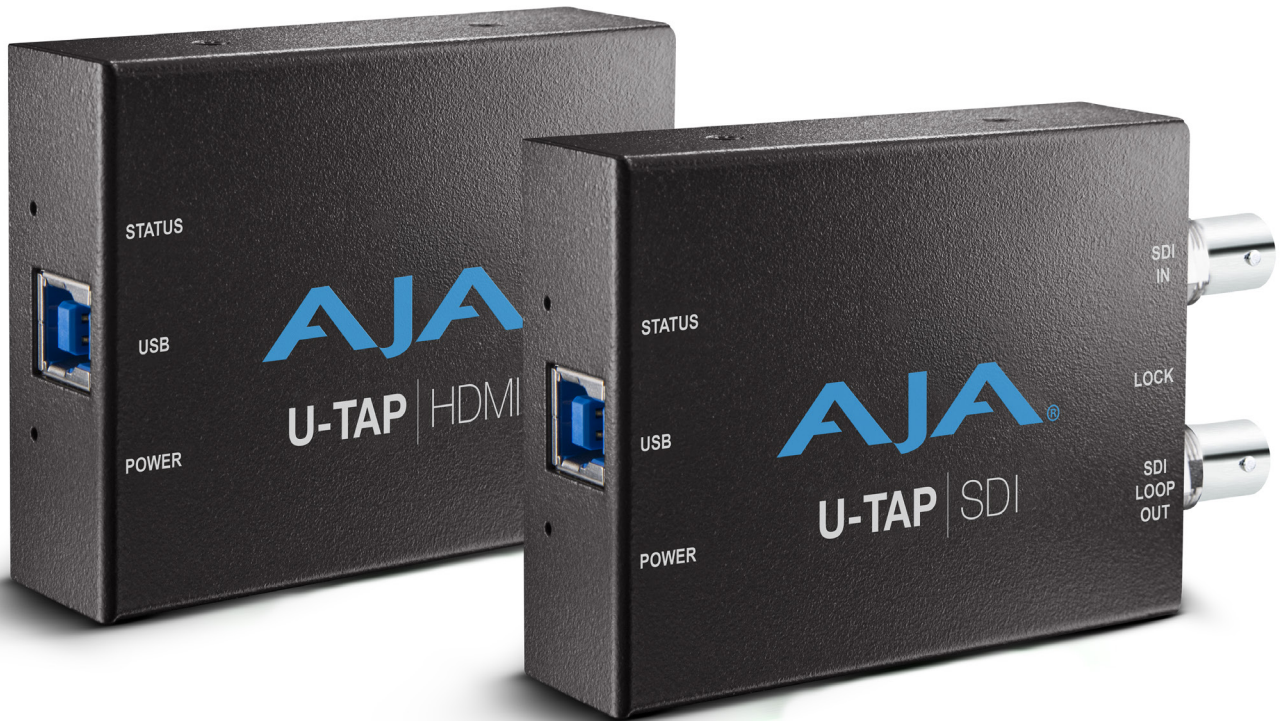


# U-TAP Series

USB 3 3G-SDI or HDMI Capture Device



## Installation and Operation Guide

Version 1.5.2  
Published June 15, 2020



# Notices

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## Trademarks

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## Contacting AJA Support

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When calling for support, have all information at hand prior to calling. To contact AJA for sales or support, use any of the following methods:

Telephone	+1.530.271.3190
FAX	+1.530.271.3140
Web	<a href="https://www.aja.com">https://www.aja.com</a>
Support Email	<a href="mailto:support@aja.com">support@aja.com</a>
Sales Email	<a href="mailto:sales@aja.com">sales@aja.com</a>

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# Chapter 1 – Introduction

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## Overview

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AJA's U-TAP USB 3 3G-SDI or HDMI Capture Device provides video professionals with an inexpensive, extremely compact device that convert an HDMI 1.4a or 3G-SDI video stream to USB 3.0. U-TAP accepts up to 1920x1080 HDMI or SDI inputs ranging from 23.98 fps up to 60 fps. The input signal is automatically scaled (if necessary) to the output size determined by the host application.

The USB 3.0 interface provides enough bandwidth for full broadcast-quality video and audio, available if the host environment can support that bandwidth. U-TAP is powered via the USB 3.0 connection with no need for an additional power supply, minimizing cabling and maximizing portability.

Two models of U-TAP are available, each with different input capabilities.

## U-TAP Features

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- One USB 3.0 port
- 8-bit video support
- 2-Channel embedded audio support
- Rugged compact size
- Power via USB

## U-TAP HDMI Models

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- One HDMI v1.4a input

*NOTE: U-TAP does not support HDCP.*

## U-TAP SDI Models

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- One 3G-SDI BNC input
- One 3G-SDI BNC looping output

## Video Signal Formats

The Video Signal Formats supported by U-TAP are listed in ["Appendix A Specifications" on page 12.](#)

## U-TAP Firmware

The latest U-TAP HDMI and U-TAP SDI firmware is installed on the units before shipment. The firmware can be updated using a downloadable zip file for either PC or Mac that includes readme instructions and all the required files.

## System Requirements

U-TAP is compatible with standard UVC video/UAC audio drivers, which means wide USB support by Mac OS X, macOS Catalina, and Windows operating systems, with no need to install special drivers, and can work directly with a broad range of video applications (for example, VLC or QuickTime player).

Host System*	Minimum	Recommended
OS	Windows 10; macOS 10.12 Sierra	Windows 10; macOS Catalina
Processor	2.0 GHz dual core i7	2.5 GHz quad core i7
Memory	2GB DDR 3	8GB DDR 4
Application/OS/Media	7200 RPM Hard Drive	Solid State Hard Drive
GPU	Onboard or embedded Intel/Nvidia/AMD with 1-2GB Memory**	Dedicated Nvidia Card with 2GB+ Memory
Screen Resolution	1280x720	1920x1080 +

\*Ubiquitous host systems from brands such as Apple, Dell, HP, Lenovo, SuperMicro are usually immediately compatible with U-TAP (plug and play). More customized systems may require upgrading drivers or adjustment of certain parameters, and in some rare cases may be incompatible.

\*\*In some cases onboard/embedded graphics adapters may have difficulty supporting frame rates above 30p.

## Simplified Block Diagrams

Figure 1. U-TAP HDMI Block Diagram

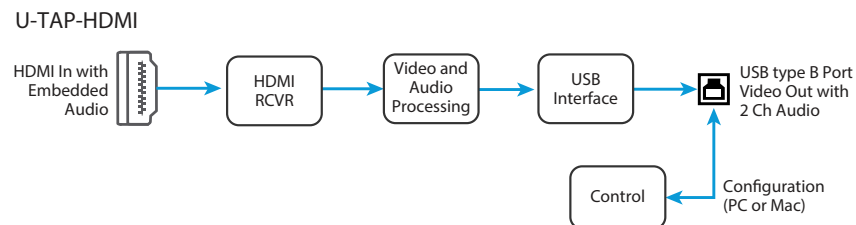
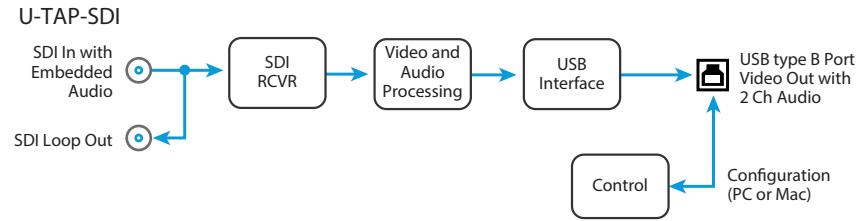


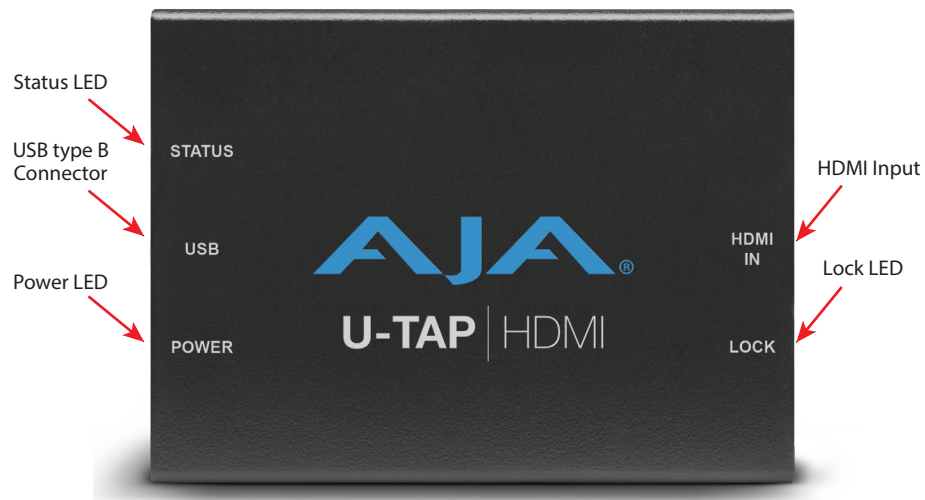
Figure 2. U-TAP SDI Block Diagram



## Cable Connections

U-TAP connections are made directly to the unit's connectors located on each side. LEDs also report various statuses by color.

Figure 3. U-TAP HDMI Connectors and LEDs



### Status LED

- Off = not connected
- Red = USB connected to a USB 2.0 port
- Green = USB connected to a USB 3.0 port
- Blinking = U-TAP is streaming video, audio, or both

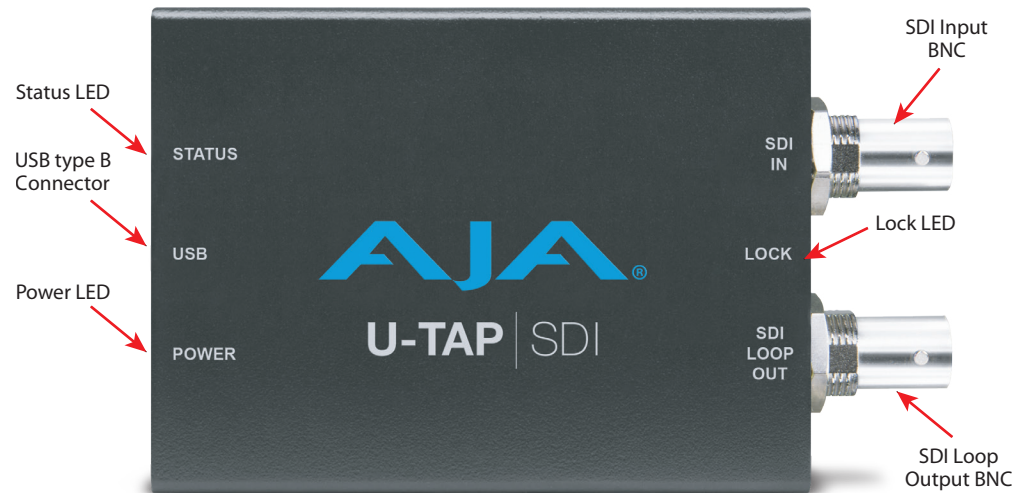
### Power LED

- Off = no power
- Green = power present

### LOCK LED

- Off = not locked to source video
- Green = locked to SD video source
- Red = locked to HD video source

Figure 4. U-TAP SDI Connectors and LEDs



#### Status LED

- Off = not connected
- Red = USB connected to a USB 2.0 port
- Green = USB connected to a USB 3.0 port
- Blinking = U-TAP is streaming video, audio, or both

#### Power LED

- Off = no power
- Green = power present

#### LOCK LED

- Off = not locked to source video
- Green = locked to 270Mbps source
- Red = locked to 1.5Gbps video source
- Amber = locked to 3Gbps video source



# Chapter 2 – Installation

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## Unpacking U-TAP

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As you unpack U-TAP, carefully examine the unit to ensure that nothing was damaged during shipment. If you find any damage, immediately notify the shipping service and supply them with a complete description of the damage. AJA will repair or replace damaged units. If you find shipping damage, contact your AJA dealer or distributor for details on how to have your U-TAP repaired or replaced.

Save packing materials and the shipping box. If you ever require service or move your system—use the packaging materials and box for safe shipment.

After you unpack your U-TAP, go to the AJA website to download the latest software package and updated documentation. You will need a USB cable to connect to your computer.

## Installation Overview

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The installation and setup of U-TAP is very simple. The steps of installation and configuration are discussed here and summarized as follows:

1. Unpack the shipping box (see above).
2. Ensure that appropriate application software is installed on your USB equipped computer, as detailed in its user documentation.
3. Connect the U-TAP USB output port to your computer, using the provided cable. The U-TAP is powered through the USB 3.0 port.

*NOTE: The first time U-TAP is connected to a computer, extra time may be required for the OS to access and configure the appropriate drivers. On Windows machines, it could take from 3 to 5 minutes. On Macs, this time should be much shorter. Each OS should report successful driver installation. Subsequent U-TAP USB connections should occur immediately.*

4. Connect the SDI or HDMI input to your source device.
5. U-TAP will now be operational, automatically detecting the input signal format and decoding the video (and two channels of embedded audio if present) to the USB output.

*NOTE: Connecting multiple U-TAPs could compromise power delivery, and excessive USB bus traffic (from another U-TAP or other devices sharing that USB bus) can reduce the computer's performance.*

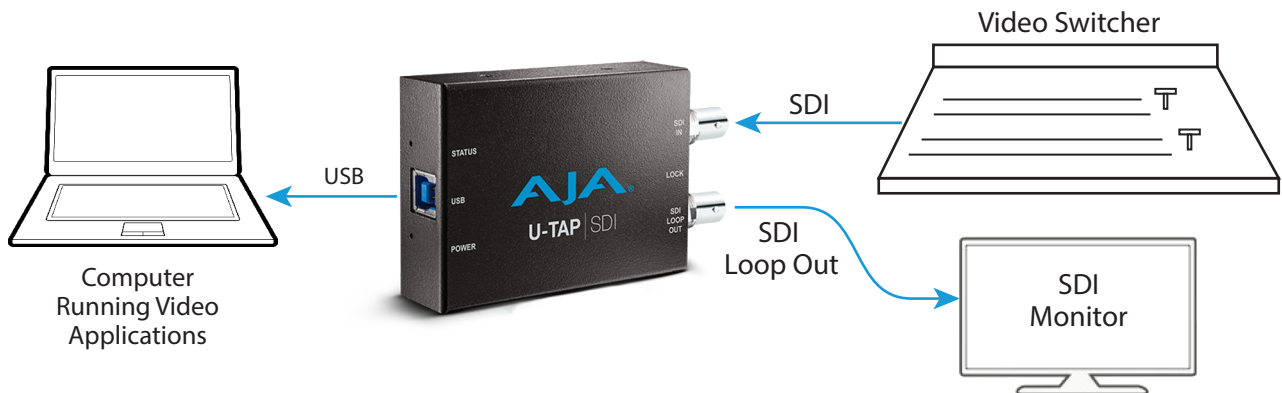
6. Launch your video application on the connected computer and use its UI controls to access the video and audio being converted by U-TAP. For example:
  - For VLC, go to Media/Open Capture device, and select U-TAP.
  - For QuickTime Player, go to File menu, click New Movie Recording, and select U-TAP using the down arrow next to the record button.



Figure 5. Typical U-TAP HDMI Laptop System Connections



Figure 6. Typical U-TAP SDI Laptop System Connections



## Firmware Update Procedure

U-TAP firmware and updater .msi or .dmg files are available for download from the AJA website:

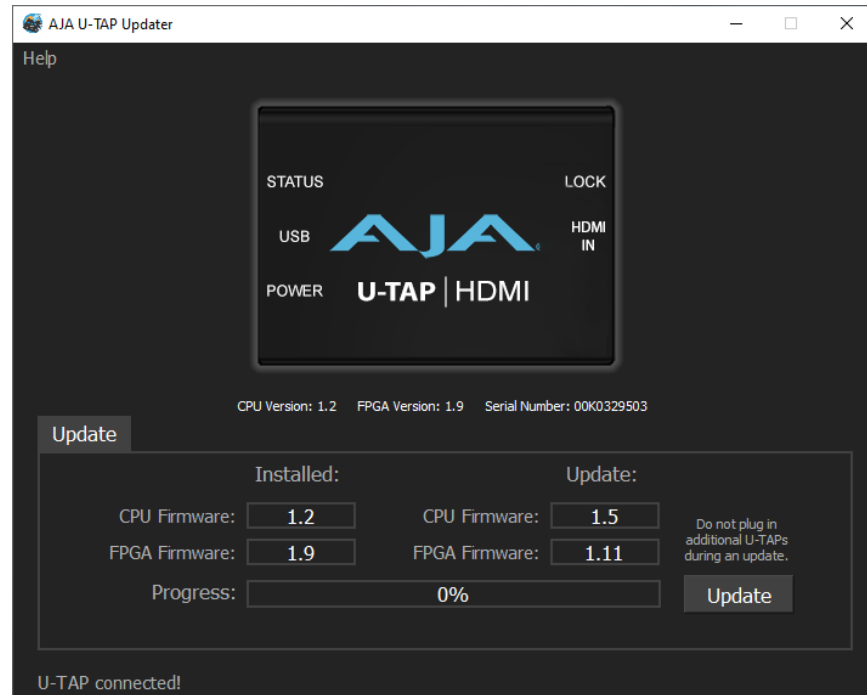
1. Download from the AJA website the free AJA\_U-TAP.zip package for your computer operating system.
  - AJA\_U-TAP\_Win.zip or
  - AJA\_U-TAP\_Mac.zip
2. Extract the .zip file on your computer.
3. Connect the U-TAP USB 3 capture device to your computer with the provided USB 3 cable.

**NOTE:** Only one U-TAP should be connected to your computer when updating firmware.

4. Run the .dmg or .msi file and install the Updater application.
5. Launch the AJA U-TAP Updater application. If a connected U-TAP is found, a window opens reporting the current firmware versions installed and the versions available for update.

**NOTE:** If a U-TAP is not detected, a No Module Connected message is displayed.

Figure 7. U-TAP Updater Screen



6. Click on the Update button to update the U-TAP firmware.
7. A progress bar will report the progress of each firmware update.

*NOTE: Macs typically require 2 or 3 minutes to install the U-TAP firmware. Windows machines typically install the U-TAP firmware in about a minute.*

8. When complete, a message indicates the U-TAP must be rebooted.
9. Reboot the U-TAP by disconnecting and reconnecting the USB cable.
10. Your U-TAP will now be operational with the new firmware.

# Chapter 3 – Operation

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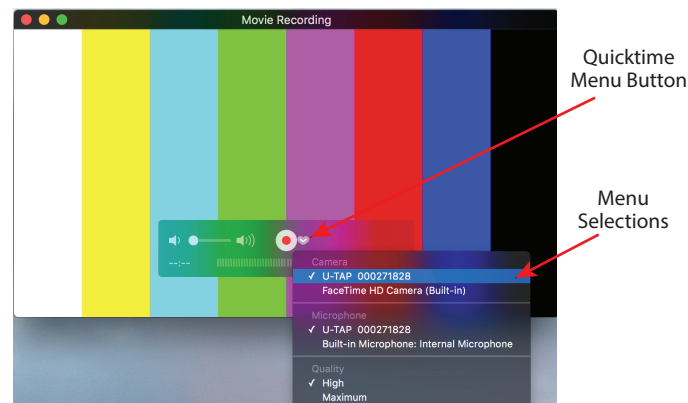
## Introduction

Once installed, U-TAP operation depends on the application being used, and often can be extremely simple. U-TAP works with each application using the standard signal routing methods used by that application.

## Quicktime Operation

As an example, for QuickTime operation on macOS, simply launch QuickTime, click on the menu button next to the record button, and then select the desired U-TAP and signal sources.

*Figure 8. Quicktime U-TAP Operation*



Multiple U-TAP USB 3 capture devices can be connected to the computer simultaneously. Each U-TAP unit is given a uniquely numbered name before shipment from the factory.

# Appendix A – Specifications

---

## U-TAP HDMI Specifications

---

### Video Formats

---

- Video (HDMI)
  - (HD) 1920 x 1080p 23.98, 24, 25, 29.97, 30, 50, 59.94, 60
  - (HD) 1920 x 1080i 50, 59.94, 60
  - (HD) 1280 x 720p 50, 59.94, 60
  - (SD) 625p 25
  - (SD) 625i 50
  - (SD) 525p 29.97
  - (SD) 525i 59.94
  - YCbCr 4:2:2 10-bit\*
  - YCbCr 4:4:4 8/10/12-bit\*
  - RGB 4:4:4 8/10/12-bit\*
- Computer (HDMI), up to 60 Hz max for all formats
  - 1920 x 1080p
  - 1680 x 1050p
  - 1600 x 1200p
  - 1600 x 1024p
  - 1280 x 1024p
  - 1280 x 960p
  - 1280 x 768p
  - 1024 x 768p
  - 800 x 600p
  - 640 x 480p
- Scaled (USB), Frame rates for all formats: 7.5, 15, 25, 29.97, 30, 50, 59.94, 60
  - 1920 x 1080p
  - 1440 x 1080p
  - 1280 x 720p
  - 1024 x 576p
  - 960 x 540p
  - 856 x 480p
  - 800 x 600p
  - 768 x 576p
  - 720 x 576p
  - 720 x 480p
  - 640 x 480p
  - 640 x 360p
  - 432 x 240p
  - 352 x 288p
  - 320 x 240p
  - 176 x 144p

\*Raster and Frame rate dependent.

*NOTE: Host system specifications/performance will govern what video formats are possible.*

## Video Input Digital

---

- HDMI v1.4a, 24, 30 or 36-bits/pixel, RGB or YUV

## Audio Input Digital

---

- 2-Channel, 24-bit HDMI embedded audio, 48 kHz sample rate

## Capture Video

---

- 16-bits/pixel, YUV (input video will be truncated as required)

## Capture Audio

---

- 2-Channel, 16-bit, 48 kHz sample rate (input audio will be truncated as required)

## Host Interface

---

- USB 3.0/USB 2.0 UVC/UAC compliant

## Size (w x d x h)

---

- 3.3" x 2.4" x 1.0" (83.82 x 60.96 x 25.4 mm)

## Weight

---

- 0.3 lbs (0.2 kg)

## Power

---

- 5V USB bus powered; 3.5W max

## Environment

---

- Safe Operating Temperature: 0 to 40 C (32 to 104 F)
- Safe Storage Temperature (Power OFF): -40 to 60 C (-40 to 140 F)
- Operating Relative Humidity: 10-90% noncondensing
- Operating Altitude: <3,000 meters (<10,000 feet)

# U-TAP SDI Specifications

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## Video Formats

---

- Video (SDI)
  - (HD) 1920 x 1080p 50, 59.94, 60 (Level A or B-DL)
  - (HD) 1920 x 1080p 23.98, 24, 25, 29.97, 30
  - (HD) 1920 x 1080i 50, 59.94, 60
  - (HD) 1280 x 720p 50, 59.94, 60
  - (SD) 625i 50
  - (SD) 525i 59.94
  - YCbCr, 4:2:2, 10-bit
- Scaled (USB), Frame rates for all formats: 7.5, 15, 25, 29.97, 30, 50, 59.94, 60
  - 1920 x 1080p
  - 1440 x 1080p
  - 1280 x 720p
  - 1024 x 576p
  - 960 x 540p
  - 856 x 480p
  - 800 x 600p
  - 768 x 576p

- 720 x 576p
- 720 x 480p
- 640 x 480p
- 640 x 360p
- 432 x 240p
- 352 x 288p
- 320 x 240p
- 176 x 144p

*NOTE: PsF formats are not supported.*

*NOTE: Host system specifications/performance will govern what video formats are possible.*

#### Video Input Digital

---

- 3G-SDI, SMPTE-259/292/424, YCbCr 4:2:2 10-bit (1x BNC)

#### Video Loop Output

---

- 1 x 3G-SDI (1x BNC)

#### Audio Input Digital

---

- 2-channel, 24-bit SDI embedded audio, 48 kHz sample rate

#### Capture Video

---

- 16-bits/pixel, YUV (input video will be truncated as required)

#### Capture Audio

---

- 2-channel, 16-bit, 48 kHz sample rate (input audio will be truncated as required)

#### Host Interface

---

- USB 3.0/USB 2.0 UVC/UAC compliant

#### Size (w x d x h)

---

- 4.1" x 2.4" x 1.0" (104.14 x 60.96 x 25.4 mm)

#### Weight

---

- 0.3 lbs (0.2 kg)

#### Power

---

- 5V USB bus powered; 4W max

#### Environment

---

- Safe Operating Temperature: 0 to 40 C (32 to 104 F)
- Safe Storage Temperature (Power OFF): -40 to 60 C (-40 to 140 F)
- Operating Relative Humidity: 10-90% noncondensing
- Operating Altitude: <3,000 meters (<10,000 feet)

# Appendix B – Safety and Compliance

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## Federal Communications Commission (FCC) Compliance Notices

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### Class A Interference Statement

---

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15, Subpart B 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 Caution

---

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.

## Canadian ICES Statement

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### Canadian Department of Communications Radio Interference Regulations

This digital apparatus does not exceed the Class A limits for radio-noise emissions from a digital apparatus as set out in the Radio Interference Regulations of the Canadian Department of Communications. This Class A digital apparatus complies with Canadian ICES-003.

### Règlement sur le brouillage radioélectrique du ministère des Communications

Cet appareil numérique respecte les limites de bruits radioélectriques visant les appareils numériques de classe A prescrites dans le Règlement sur le brouillage radioélectrique du ministère des Communications du Canada. Cet appareil numérique de la Classe A est conforme à la norme NMB-003 du Canada.

## European Union and European Free Trade Association (EFTA) Regulatory Compliance

---

This equipment may be operated in the countries that comprise the member countries of the European Union and the European Free Trade Association. These countries, listed in the following paragraph, are referred to as The European Community throughout this document:

AUSTRIA, BELGIUM, BULGARIA, CYPRUS, CZECH REPUBLIC, DENMARK, ESTONIA, FINLAND, FRANCE, GERMANY, GREECE, HUNGARY, IRELAND, ITALY, LATVIA, LITHUANIA, LUXEMBOURG, MALTA, NETHERLANDS, POLAND, PORTUGAL, ROMANIA, SLOVAKIA, SLOVENIA, SPAIN, SWEDEN, UNITED KINGDOM, ICELAND, LICHTEINSTEIN, NORWAY, SWITZERLAND



## Declaration of Conformity

Marking by this symbol indicates compliance with the Essential Requirements of the EMC Directive of the European Union 2004/108/EC.



This equipment meets the following conformance standards:

### Safety

EN 60065: 2002 + A1: 2006 + A11: 2008 + A2: 2010 + A12: 2011 (GS License)

IEC 60065: 2001 + A1: 2005 + A2: 2010 (CB Scheme Report/Certificate)

Additional licenses issued for specific countries available on request.

### Emissions

EN 55032: 2012, CISPR 22: 2008

### Immunity

EN 55103-2: 2009

EN 55103-2: 2009, EN 61000-4-2:2009, EN 61000-4-3:2006 +A1:2008 +A2:2010,

EN 61000-4-4:2004 +A1:2010, EN 61000-4-6:2009

Environments: E2, E3 and E4

The product is also licensed for additional country specific standards as required for the International Marketplace



**Warning!** This is a Class A product. In a domestic environment, this product may cause radio interference, in which case, the user may be required to take appropriate measures.

**Achtung!** Dieses ist ein Gerät der Funkstörgrenzwertklasse A. In Wohnbereichen können bei Betrieb dieses Gerätes Rundfunkstörungen auftreten, in welchen Fällen der Benutzer für entsprechende Gegenmaßnahmen verantwortlich ist.

**Attention!** Ceci est un produit de Classe A. Dans un environnement domestique, ce produit risque de créer des interférences radioélectriques, il appartiendra alors à l'utilisateur de prendre les mesures spécifiques appropriées..

## Recycling Notice



This symbol on the product or its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste for recycling, please contact your local authority, or where you purchased your product.

## Korea KCC Compliance Statement

### 사 용 자 안 내 문

이 기기는 업무용 환경에서 사용할 목적으로 적합성평가를 받은 기기로서 가정용 환경에서 사용하는 경우 전파간섭의 우려가 있습니다.

## Taiwan Compliance Statement

警告使用者：  
這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

This is a Class A product based on the standard of the Bureau of Standards, Metrology and Inspection (BSMI) CNS 13438, Class A. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

## Japanese Compliance Statement

この装置は、クラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。 VCCI-A

This is a Class A product based on the standard of the VCCI Council (VCCI V-3/2015.04). If this equipment is used in a domestic environment, radio interference may occur, in which case, the user may be required to take corrective actions.

## Translated Warning and Caution Messages

The following caution statements, warning conventions, and warning messages apply to this product and manual.



Warning Symbol



Caution Symbol

## Before Operation Please Read These Instructions



**Warning!** Read and follow all warning notices and instructions marked on the product or included in the documentation.

**Avertissement!** Lisez et conformez-vous à tous les avis et instructions d'avertissement indiqués sur le produit ou dans la documentation.

**Warnung!** Lesen und befolgen Sie die Warnhinweise und Anweisungen, die auf dem Produkt angebracht oder in der Dokumentation enthalten sind.

**¡Advertencia!** Lea y siga todas las instrucciones y advertencias marcadas en el producto o incluidas en la documentación.

**Aviso!** Leia e siga todos os avisos e instruções assinalados no produto ou incluídos na documentação.

**Avviso!** Leggere e seguire tutti gli avvisi e le istruzioni presenti sul prodotto o inclusi nella documentazione.



**Warning!** Do not use this device near water and clean only with a dry cloth.

**Avertissement!** N'utilisez pas cet appareil près de l'eau et nettoyez-le seulement avec un tissu sec.

**Warnung!** Das Gerät nicht in der Nähe von Wasser verwenden und nur mit einem trockenen Tuch säubern.

**¡Advertencia!** No utilice este dispositivo cerca del agua y límpielo solamente con un paño seco.

**Aviso!** Não utilize este dispositivo perto da água e limpe-o somente com um pano seco.

**Avviso!** Non utilizzare questo dispositivo vicino all'acqua e pulirlo soltanto con un panno asciutto.



**Warning!** Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.

**Avertissement!** Ne bloquez aucune ouverture de ventilation. Suivez les instructions du fabricant lors de l'installation.

**Warnung!** Die Lüftungsöffnungen dürfen nicht blockiert werden. Nur gemäß den Anweisungen des Herstellers installieren.

**¡Advertencia!** No bloquee ninguna de las aberturas de la ventilación. Instale de acuerdo con las instrucciones del fabricante.

**Aviso!** Não obstrua nenhuma das aberturas de ventilação. Instale de acordo com as instruções do fabricante.

**Avviso!** Non ostruire le aperture di ventilazione. Installare in conformità con le istruzioni del fornitore.



**Warning!** Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

**Avertissement!** N'installez pas l'appareil près d'une source de chaleur telle que des radiateurs, des bouches d'air de chauffage, des fourneaux ou d'autres appareils (amplificateurs compris) qui produisent de la chaleur.

**Warnung!** Nicht in der Nähe von Wärmequellen wie Heizkörpern, Heizregistern, Öfen oder anderen Wärme erzeugenden Geräten (einschließlich Verstärkern) aufstellen.

**¡Advertencia!** No instale cerca de fuentes de calor tales como radiadores, registros de calor, estufas u otros aparatos (incluidos amplificadores) que generan calor.

**Aviso!** Não instale perto de nenhuma fonte de calor tal como radiadores, saídas de calor, fogões ou outros aparelhos (incluindo amplificadores) que produzam calor.

**Avviso!** Non installare vicino a fonti di calore come termosifoni, diffusori di aria calda, stufe o altri apparecchi (amplificatori compresi) che emettono calore



**Warning!** Unplug this device during lightning storms or when unused for long periods of time.

**Avertissement!** Débranchez cet appareil pendant les orages avec éclair ou s'il est inutilisé pendant de longues périodes.

**Warnung!** Das Gerät ist bei Gewitterstürmen oder wenn es über lange Zeiträume ungenutzt bleibt vom Netz zu trennen.

**¡Advertencia!** Desenchufe este dispositivo durante tormentas eléctricas o cuando no se lo utilice por largos periodos del tiempo.

**Aviso!** Desconecte este dispositivo da tomada durante trovoadas ou quando não é utilizado durante longos períodos de tempo.

**Avviso!** Utilizzare soltanto i collegamenti e gli accessori specificati e/o venduti dal produttore, quali il treppiedi e l'esoscheletro.



**Warning!** Do not open the chassis. There are no user-serviceable parts inside. Opening the chassis will void the warranty unless performed by an AJA service center or licensed facility.

**Avertissement!** Ne pas ouvrir le châssis. Aucun élément à l'intérieur du châssis ne peut être réparé par l'utilisateur. La garantie sera annulée si le châssis est ouvert par toute autre personne qu'un technicien d'un centre de service ou d'un établissement agréé AJA.

**Warnung!** Öffnen Sie das Gehäuse nicht. Keine der Geräteteile können vom Benutzer gewartet werden. Durch das Öffnen des Gehäuses wird die Garantie hinfällig, es sei denn, solche Wartungsarbeiten werden in einem AJA-Service-Center oder einem lizenzierten Betrieb vorgenommen.

**¡Advertencia!** No abra el chasis. El interior no contiene piezas reparables por el usuario. El abrir el chasis anulará la garantía a menos que se lo haga en un centro de servicio AJA o en un local autorizado.

**Advertência!** Não abra o chassi. Não há internamente nenhuma peça que permita manutenção pelo usuário. Abrir o chassi anula a garantia, a menos que a abertura seja realizada por uma central de serviços da AJA ou por um local autorizado.

**Avvertenza!** Non aprire lo chassis. All'interno non ci sono parti riparabili dall'utente. L'apertura dello chassis invaliderà la garanzia se non viene effettuata da un centro ufficiale o autorizzato AJA.



**Warning!** Only use attachments and accessories specified and/or sold by the manufacturer.

**Avertissement!** Utilisez seulement les attaches et accessoires spécifiés et/ou vendus par le fabricant.

**Warnung!** Verwenden Sie nur Zusatzgeräte und Zubehör angegeben und / oder verkauft wurde durch den Hersteller.

**¡Advertencia!** Utilice solamente los accesorios y conexiones especificados y/o vendidos por el fabricante.

**Aviso!** Utilize apenas equipamentos/acessórios especificados e/ou vendidos pelo fabricante.

**Avviso!** Utilizzare soltanto i collegamenti e gli accessori specificati e/o venduti dal produttore.



**Warning!** Refer all servicing to qualified service personnel. Servicing is required when the device 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 device, the device has been exposed to rain or moisture, does not operate normally, or has been dropped.

**Avertissement!** Référez-vous au personnel de service qualifié pour tout entretien. L'entretien est exigé quand l'appareil a été endommagé de quelque manière que ce soit, par exemple lorsque le cordon d'alimentation ou la prise sont endommagés, que du liquide a été versé ou des objets sont tombés dans l'appareil, que l'appareil a été exposé à la pluie ou à l'humidité, ne fonctionne pas normalement ou est tombé.

**Warnung!** Das Gerät sollte nur von qualifizierten Fachkräften gewartet werden. Eine Wartung ist fällig, wenn das Gerät in irgendeiner Weise beschädigt wurde, wie bei beschädigtem Netzkabel oder Netzstecker, falls Flüssigkeiten oder Objekte in das Gerät gelangen, das Gerät Regen oder Feuchtigkeit ausgesetzt wurde, nicht ordnungsgemäß funktioniert oder fallen gelassen wurde.

**¡Advertencia!** Consulte al personal calificado por cuestiones de reparación. El servicio de reparación se requiere cuando el dispositivo ha recibido cualquier tipo de daño, por ejemplo cable o espigas dañadas, se ha derramado líquido o se han caído objetos dentro del dispositivo, el dispositivo ha sido expuesto a la lluvia o humedad, o no funciona de modo normal, o se ha caído.

**Aviso!** Remeta todos os serviços de manutenção para o pessoal de assistência qualificado. A prestação de serviços de manutenção é exigida quando o dispositivo foi danificado mediante qualquer forma, como um cabo de alimentação ou ficha que se encontra danificado/a, quando foi derramado líquido ou caíram objectos sobre o dispositivo, quando o dispositivo foi exposto à chuva ou à humidade, quando não funciona normalmente ou quando foi deixado cair.

**Avviso!** Fare riferimento al personale qualificato per tutti gli interventi di assistenza. L'assistenza è necessaria quando il dispositivo è stato danneggiato in qualche modo, ad esempio se il cavo di alimentazione o la spina sono danneggiati, è stato rovesciato del liquido è stato rovesciato o qualche oggetto è caduto nel dispositivo, il dispositivo è stato esposto a pioggia o umidità, non funziona correttamente o è caduto.

# Warranty and Liability Information

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## Limited Warranty on Hardware

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AJA Video Systems, Inc. (AJA Video) warrants that the hardware product, not including storage modules or software components, will be free from defects in materials and workmanship for a period of three years from the date of purchase. AJA Video warrants that the storage modules provided as part of the hardware product will be free from defects in materials and workmanship for a period of one year from the date of purchase. AJA Video provides a separate software warranty as part of the license agreement applicable to software components.

If the Customer brings a valid claim under this limited warranty for a hardware product or storage module (hereafter, a “product”) during the applicable warranty period, AJA Video will, at its sole option and as the Customer’s sole remedy for breach of the above warranty, provide one of the following remedies:

- Repair or facilitate the repair the product within a reasonable period of time, free of charge for parts and labor.
- Replace the product with a direct replacement or with a product that performs substantially the same function as the original product.
- Issue a refund of the original purchase price less depreciation to be determined based on the age of the product at the time remedy is sought under this limited warranty.

To obtain service under this warranty, the Customer must notify AJA Video of the defect before expiration of the warranty period and make suitable arrangements for the performance of service by contacting AJA Video support through the channels set forth on the support contacts web page at <https://www.aja.com/support>.

Except as stated, the Customer shall bear all shipping, packing, insurance and other costs, excluding parts and labor, to effectuate repair. Customer shall pack and ship the defective product to a service center designated by AJA Video, with shipping charges prepaid. AJA Video shall pay to return the product to Customer, but only if to a location within the country in which the AJA Video service center is located. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR LIMITATIONS ON APPLICABLE STATUTORY RIGHTS OF A CONSUMER, SO SOME OR ALL OF THE TERMS OF THIS PARAGRAPH MAY NOT APPLY TO YOU.

## Limitation of Liability

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Under no circumstances shall AJA video BE LIABLE IN ANY WAY FOR ANY LOST, CORRUPTED OR DESTROYED DATA, FOOTAGE OR WORK, OR FOR ANY OTHER INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOST PROFITS, OR FOR ANY THIRD PARTY CLAIM, IN CONNECTION WITH THE PRODUCT, WHETHER RESULTING FROM DEFECTS IN THE PRODUCT, SOFTWARE OR HARDWARE FAILURE, OR ANY OTHER CAUSE WHATSOEVER, EVEN IF AJA VIDEO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. AJA VIDEO’S LIABILITY IN CONNECTION WITH THE PRODUCT SHALL UNDER NO CIRCUMSTANCES EXCEED THE PURCHASE PRICE PAID FOR THE PRODUCT. The foregoing limitations apply even if any remedy set forth in this LIMITED WARRANTY fails of its essential purpose. SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OF LIABILITY FOR PERSONAL INJURY, OR OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO SOME OR ALL OF THE TERMS OF THIS PARAGRAPH MAY NOT APPLY TO YOU.

## Governing Law and Language; Your Rights

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This limited warranty is the only warranty provided by AJA Video on the hardware product. It supersedes all prior or contemporaneous understandings regarding such subject matter. No amendment to or modification of this warranty will be binding unless in writing and signed by AJA Video. The laws of the State of California, USA will govern this warranty and any dispute arising from it. Any translation of this

Agreement is intended for convenience and to meet local requirements and in the event of a dispute between the English and any non-English versions, the English version of this warranty will govern. This limited warranty gives you specific legal rights and you may have other rights that vary from jurisdiction to jurisdiction, some of which are noted above.