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# OWNER'S MANUAL

MADE RIGHT IN AMERICA 

# MESSAGE FROM ANCHOR AUDIO

Congratulations on purchasing an Anchor Audio AN-30 portable PA system! Our systems make heroes of our customers, including professional athletic teams, prestigious universities and local school districts, first responders, and all branches of the U.S. Military.

From developing our products on giant sticky notes to testing them in the parking lot and driving our neighbors crazy, our hearts - and ears - are 110% committed to delivering reliable battery-powered portable sound systems. Anchor Audio is proudly manufactured in America with solutions that include speaker monitors, conference systems, assistive listening, lectern solutions, and intercoms.

And if you ever need help with your system, we're just a phone call away. With more than 50 years of experience, our Engineering, Production, Sales, and Tech Support teams will provide you with the most reliable portable audio products and customer service.

Welcome to the Anchor Audio family! Feel free to contact us at any time. We'd love to hear from you.




Alex Jacobs  
President

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# QUICK LOOK

The AN-30 is a wearable, ultra-lightweight PA solution. Weighing just 2.5 lbs, put this dynamo in its soft case for hands-free portability and take it anywhere. The AN-30 can be AC or battery-powered for 100 dB of clear, present sound covering crowds of 100+. The AN-30 can play for 10-12 hours with a single charge on the battery, and that is a superpower.


Features




One 4" Speaker




10-12 hrs




up to 2 wireless




100+ people




20' x 30'



100 dB





2.5 lbs

## Overview



[Click to watch](#)

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## RETURNING YOUR SYSTEM FOR SERVICE OR REPAIR

If you need service or repair, please call us at 1-800-262-4671 x782 or visit <https://www.anchoraudio.com/technical-support>

Our Technical Support team will help troubleshoot any issues. If this is unsuccessful and your system is under warranty, they will issue a Return Merchandise Authorization (RMA) number. Once you ship your product back to Anchor Audio with the RMA number clearly noted on the box, we will diagnose and repair your unit and then ship it back to you. All products must be shipped prepaid. C.O.D. shipments and shipments without an RA number will be refused and returned at your expense.

**IMPORTANT:** Save the shipping box and packing materials. They were specially designed to ship your unit and will be useful if you need to return your unit for service.

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## AN-30



## WHEN YOUR SYSTEM ARRIVES

Each Anchor Audio product is carefully inspected at the factory and packed in specially designed boxes for safe transport. Please check your new unit carefully for any damage that may have occurred during shipment.

Notify the freight carrier immediately of any damage to the shipping box or product. Repack the unit in the original box and wait for inspection by the carrier's claim agent. Notify your Anchor Audio authorized dealer of the pending freight claim.

**NOTE:** All damage claims will be made with the freight carrier.

## BEFORE YOU START

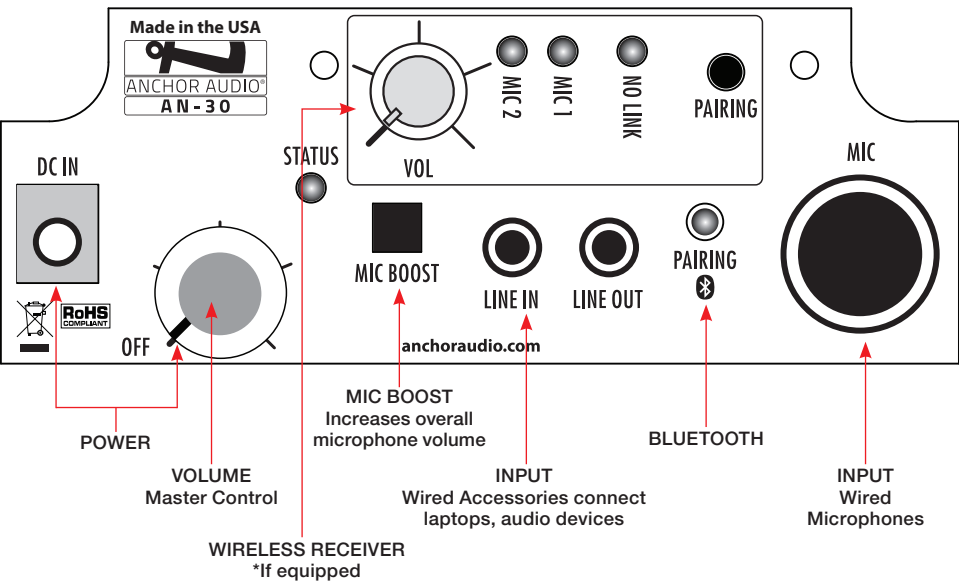
If you will be using your system with battery power, make sure you install 10 batteries. See *the Battery Installation section below for more information.*

If you are using rechargeable batteries, new batteries must be charged for 6 hours prior to first use. Install the 10 batteries and plug the unit into a wall power outlet to charge them. To jump right in, go to the [Basic System Operation](#) section.

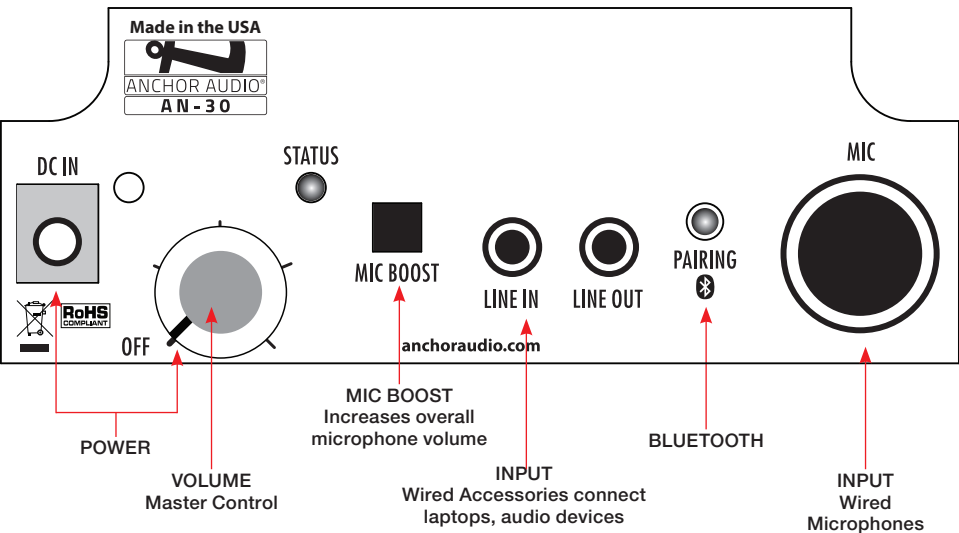
It's important to fully charge the speaker for six hours before its first use. If you notice some static the first time you use your AN-30, the likely cause is the speaker not being fully charged. This will stop when you fully charge the unit.

# BACK PANEL

The back panel of the AN-30 with the dual wireless receiver and Bluetooth options.



The back panel of the AN-30 without the wireless receiver and Bluetooth options.



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## BATTERY INSTALLATION

1. Remove the battery compartment cover (located below the back panel of the AN-30) by pressing down the lock tabs at the top of the cover.
2. Slide out the battery pack from the AN-30 battery compartment. Do not pull any wires attaching the battery pack to the speaker.
3. Insert 10 AA-sized batteries (alkaline or the rechargeable batteries provided with RC-30 recharge kit) into the battery pack. Follow the polarity labels on the battery pack for correct positioning. *NOTE: The battery pack is double sided.*
4. Slide the battery pack into the battery compartment. Be sure to push the battery pack all the way in to the system.
5. Replace the battery compartment cover and push the cover to lock it in place.



RC-30 Rechargeable Battery Kit

## RECHARGEABLE BATTERY KIT (Optional Accessory)

When frequently using your AN-30, we recommend using the RC-30 Rechargeable Battery Kit. This kit includes 10 Nickel-Metal Hydride (NiMH) rechargeable batteries and an AC Charging adapter. When fully charged, these batteries provide 10-12 hours of power for your system. With Anchor Audio's battery and energy management features, one hour of charging equals one hour of playtime. *NOTE: New batteries must be charged for 6 hours prior to first use.*

### Using the RC-30 Recharge Kit

1. Install the 10 rechargeable NiMH batteries into the AN-30 (see- Battery Installation above)
2. Insert the charger plug into the Input Jack labeled DC IN on AN-30 back panel.
3. Plug the AC adapter into a power outlet for 4-6 hours to fully charge

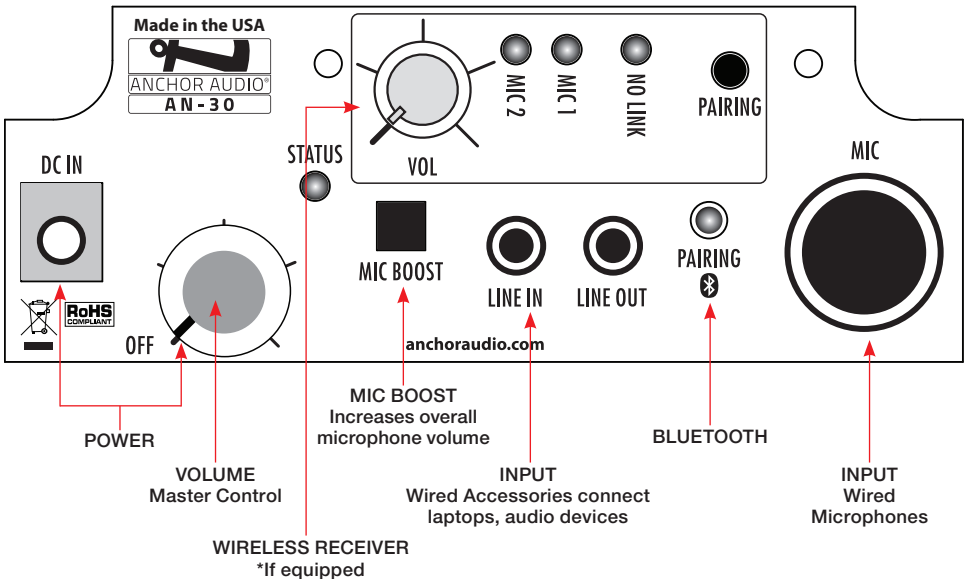
### Cycling the Batteries

For extended battery life, we recommend you fully charge the batteries once each month during periods of infrequent use. Always fully recharge batteries before storing.

**CAUTION: NEVER recharge other types of batteries. Doing so can result in battery explosion. Only use rechargeable Nickel-Metal Hydride (NiMH) batteries.**

## BASIC SYSTEM OPERATION

1. Plug the AC power cord into a wall power outlet or operate the unit using battery power. If using battery power, ensure the batteries are fully charged.
2. Position the speaker to face your audience.
3. If you are using a wired microphone, plug the microphone into the ¼ MIC port.
4. To use an external audio device, plug one side of a 3.5mm cable into the device and the other side of the cable into the LINE IN port.
5. To turn the AN-30 on, rotate the OFF knob clockwise. The Status light will turn red. Note that this knob also controls the main volume of the speaker. Adjust as needed.
6. To pair or unpair your wireless microphones, see [Wireless Microphone section](#).



## CONNECTING AN EXTERNAL AUDIO DEVICE

You can use the Line In jack to play music or pre-recorded material through the AN-30. The AN-30's volume knob controls both the audio source and microphone levels. The volume can also be controlled using the source audio's volume controls.

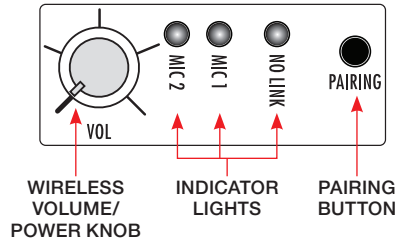
1. Connect a 3.5 mm (mini plug) to the line or headphone output of your audio source.
2. Connect the other end of the 3.5 mm (mini plug) to the Line In port on the AN-30 back panel.
3. Adjust the volume of the external audio source as needed using the controls on the external audio source or by adjusting the OFF knob on the AN-30, which controls the master volume.



## USING YOUR ANCHOR AUDIO WIRELESS MICROPHONES

The very first time you connect an Anchor Audio wireless microphone to your AN-30, you will need to pair it. After the first time, your speaker will recognize the microphone automatically when you turn the microphone on.

Anchor Audio's wireless microphones have a range of 300' line-of-sight from the AN-30.



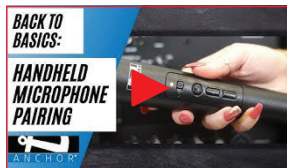
Wireless receiver on equipped AN-30 back panel

## TO PAIR WIRELESS MICROPHONES

*NOTE: You may pair only one microphone at a time.*



Pair two microphones



Pair a handheld microphone



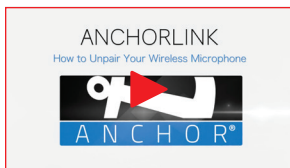
Pair a belt pack microphone

Each Mic Receiver included supports two wireless microphones. Two Receivers = Four wireless microphones supported. You will only need to pair each microphone one time.

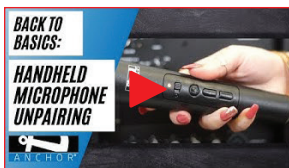
1. Start with your speaker turned on, and turn the Wireless Volume (VOL) knob clockwise. Then, press and hold the PAIRING button until the green light for Mic 1 flashes. Release the button.
2. Turn the wireless microphone or belt pack on, then press and hold the MUTE until the red light turns off. Release the MUTE button.
3. Press and hold the MUTE button again until a green light flashes on the microphone or belt pack.
4. The microphone is paired when the green light is solid on both the microphone and the speaker.
5. Repeat these steps for Mic 2 on the same speaker. (Mic 1 will stay paired through this process.)

## TO UNPAIR WIRELESS MICROPHONES

*NOTE: This process unpairs all microphones from the receiver. The microphones do not need to be nearby to unpair them.*



Unpair all microphones



Unpair a handheld microphone



Unpair a belt pack microphone

1. Start with the AN-30 turned on, and the VOL knob in the off position. (Turn the knob counter-clockwise until it stops.)
2. Press and hold the PAIRING button.
3. While holding the PAIRING button, turn the VOL knob clockwise.
4. Continue to hold the PAIRING button. Lights will appear in the order listed below. Note that this process takes approximately 25 seconds:
  - Mic 2 – Green blinking
  - No Link – Red blinking
  - Pause
  - Mic 1 – Green blinking
  - No Link – Red
5. Once the No Link red light is solid, both microphones have been unpaired.



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## ANCHORLINK: FREQUENTLY ASKED QUESTION

### **Q: What is the wireless frequency and range of AnchorLink?**

**A:** AnchorLink operates on the 1.9 GHz wireless frequency range. To ensure a clear signal with zero interference, the receiver will automatically change frequencies to a clear channel without disruption. The AnchorLink microphones and belt packs have a wireless range of 300' line of sight.

### **Q: How do I connect my AnchorLink microphone to my AN-30 system?**

**A:** To pair your AnchorLink wireless handheld microphone or belt pack, read the Using Wireless Microphones section in this guide.

### **Q: Do I need to pair my microphone with my Anchor system for each use?**

**A:** You only need to pair your wireless microphone to your AN-30 the first time you use the microphone. After the first pairing, that microphone will always be paired to that speaker. Basically, all you have to do moving forward is turn on your PA system along with the mic, and the two will automatically sync together.

### **Q: Can I use multiple microphones?**

**A:** AnchorLink wireless microphone receivers can pair up to two microphones per receiver. Every unit that includes a wireless receiver with a model number that includes U2 has the ability to pair up to two microphones with the PA system, and every unit with a model number that includes a U4 has the ability to pair up to four microphones.

### **Q: Can I control the volume on the AnchorLink microphone and/or belt pack?**

**A:** Yes! Our wireless microphones and belt packs feature both volume and mute buttons, so you can mute and even adjust the volume of the microphone or belt pack to fit your setting.

### **Q: What batteries does my wireless handheld microphone use? And how long does it last?**

**A:** Anchor Audio handheld microphones use two standard AA alkaline batteries. The batteries last 8 – 10 hours of continuous use. We suggest keeping some extra batteries with you for easy on-site battery replacement. Always better to be prepared!

### **Q: Does my AnchorLink mic and/or belt pack have a warranty?**

**A:** Anchor Audio guarantees its AnchorLink microphones and belt packs for up to two years.

### **Q: Can I use another brand's wireless mics with my AN-30?**

**A:** In order to achieve zero interference, we designed AnchorLink to perform outside of other wireless microphones, so the AnchorLink wireless platform is specifically designed to work with Anchor Audio microphones and speakers only.

### **Q: Are the AnchorLink microphones compatible with older Anchor Audio systems?**

**A:** No. AnchorLink operates on a different wireless frequency range than older Anchor Audio systems. If you are unsure what wireless frequency your sound system uses, contact our Technical Support team at 800.262.4671 ext. 782 for assistance.

# HAVING TROUBLE WITH YOUR SOUND SYSTEM?

CONDITION	POSSIBLE SOLUTIONS
No Sound (Power LED: OFF)	<ul style="list-style-type: none"><li>• Turn POWER knob clockwise to turn ON</li><li>• Check battery level, charge battery, or plug in AC cord</li></ul>
No Sound (Power LED: ON)	<ul style="list-style-type: none"><li>• Check your source audio and turn up volume of source audio</li><li>• Make sure all cables are completely plugged in</li><li>• Turn up volume control</li></ul>
Wireless Mic will not Connect to System	<ul style="list-style-type: none"><li>• Check battery level of microphone</li><li>• Un-pair all microphones from the system then re-pair the microphones</li></ul>
Connected Wireless Mic but No Sound (Solid Green LED)	<ul style="list-style-type: none"><li>• Check the Mute button on the microphone or belt pack</li><li>• Raise volume on the microphone and system</li><li>• Check battery level of microphone and system</li></ul>
Poor Wireless Range / Poor Wireless Audio Quality	<ul style="list-style-type: none"><li>• Check battery level of microphone and system</li><li>• Re-position system away from any possible interference sources</li><li>• Minimize obstructions between the system and wireless microphone</li><li>• If wireless range continues to be poor, call Anchor Audio Tech Support</li></ul>
Distorted Sound	<ul style="list-style-type: none"><li>• Check battery level, charge battery, or plug in AC cord</li><li>• Lower system volume</li><li>• Lower source audio volume</li><li>• Wireless belt pack - ensure Mic and/or Line Level setting is correct</li></ul>
Excessive Feedback (Squelching)	<ul style="list-style-type: none"><li>• Lower the volume on the microphone (handheld or belt pack)</li><li>• Do not stand within at least 10 feet in front of the speaker with the mic(s)</li></ul>
Excessive Hum or Noise	<ul style="list-style-type: none"><li>• Use shielded cables</li><li>• Use a balanced microphone</li></ul>

# TECHNICAL SPECIFICATIONS

Rated Power Output	30 watts AC/DC
Max SPL @ Rated Power	100 dB @ 1 meter
Frequency Response	100 Hz - 15 kHz $\pm$ 3 dB
Microphone Wireless Frequency	1.9 GHz DECT
Microphone Wireless Range	300' line of sight
Line Input	Line level, 3.5 mm
Microphone Input	1/4" phone, Lo-Z
Line Output	Line level, 3.5 mm
Speaker Type	4.5" neodymium woofer
Battery Type	10 'AA' alkaline
Dimensions (HWD)	7" x 6" x 3.5" (17.8 x 15.2 x 8.9 cm)
Weight	2.5 lbs / 0.45 Kg



(Specifications Subject to Change Without Notice)

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# ADDITIONAL SUPPORT

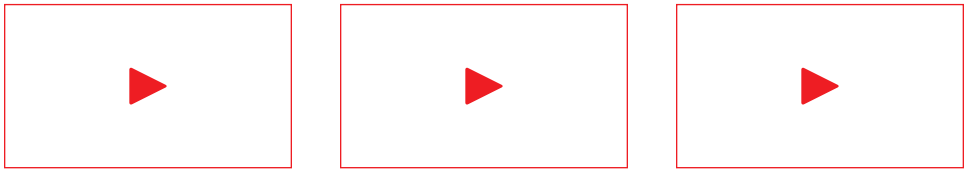
We want to make sure your system is set up and working its best. If you have any questions, we're here to help!

You can browse our online help center for support articles by visiting us here:  
<https://knowledgebase.anchoraudio.com/>

If you need a member of our service team to assist, you can submit a support ticket here:  
<https://www.anchoraudio.com/technical-support>

You can also reach Anchor Audio's technical support team by phone at (800) 262-4671 x2 or email: [techsupport@anchoraudio.com](mailto:techsupport@anchoraudio.com)

You may also find these videos helpful:



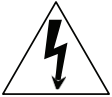
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## IMPORTANT SAFETY INSTRUCTIONS



### General Warning or Caution

The Exclamation Symbol in the figure to the left appears in Warning and Caution tables throughout this document. This symbol designates an area where personal injury or damage to the equipment is possible.



### Electric Shock

The Electrical Shock Symbol in the figure to the left appears throughout this manual. This symbol indicates a hazard arising from dangerous voltage. Any mishandling could result in irreparable damage to the equipment and personal injury or death.



### Protective Conductor Terminal

The Electrical Shock Symbol in the figure to the left appears throughout this manual. This symbol indicates a hazard arising from dangerous voltage. Any mishandling could result in irreparable damage to the equipment and personal injury or death.



### European Union CE Mark European Union CE Mark

The presence of the CE Mark on Anchor Audio equipment means that it has been designed, tested, and certified as complying with all applicable European Union (CE) regulations and recommendations.



### On Symbol

The On Symbol in the figure to the left represents a power switch position on the Anchor Audio product. This symbol represents a Power On condition.



### Off Symbol

The Off Symbol in the figure to the left represents a power switch position on the Anchor Audio product. This symbol represents a Power Off condition.




### Waste Electrical and Electronic Equipment (WEEE)

This symbol on the product or on its packaging indicates that this product must not be disposed of with regular waste. Instead, it is the user's responsibility to dispose of waste equipment according to the local laws. The separate collection and recycling of the waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For information about where the user can drop off the waste equipment for recycling, please contact your local authority for recycling advice.

# IMPORTANT SAFETY INSTRUCTIONS (cont.)


## Inspection for Damage

Anchor Audio products are carefully packaged at the factory to minimize the possibility of damage during shipping. Inspect the box for external signs of damage or mishandling. Inspect the contents for damage. If there is visible damage to the instrument upon receipt, inform the shipping company and Anchor Audio immediately.

	<p><b>Inspection for Damage</b></p> <p>Do not attempt to operate this equipment if there is evidence of shipping damage or you suspect the unit is damaged. Damaged equipment may present additional hazards to you. Contact Anchor Audio Technical Support for advice before attempting to plug in and operate damaged equipment.</p> <p>Anchor Audio Technical Support: 800.262.4671 x782</p>
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## Electrical Requirements

Before attempting to power up the unit for the first time, the following precautions must be followed:

	<p><b>WARNING</b></p> <p>To avoid electric shock, connect the instrument to properly earth-grounded, 3-prong receptacles only. Failure to observe this precaution can result in severe injury.</p>
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Have a qualified electrician verify the wall socket that will be used is properly polarized and properly grounded.

Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture, apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases or cups, shall be placed on the apparatus.

The apparatus should be connected to a main socket outlet with a protective earthing connection. For Nordic markings refer to copy of marking label.

The plug in the power cord is the AC mains disconnected device and must remain readily operable.

There should be a minimum distance around the apparatus for sufficient ventilation. The ventilation should not be impeded by covering the ventilation openings with items, such as newspapers, tablecloths, curtains, etc.; no naked flame sources, such as lighted candles, should be placed on the apparatus.

Equipment may be located above or below this apparatus, but some equipment (like large amplifiers) may cause an unacceptable amount of hum or may generate too much heat and degrade the performance of this apparatus.

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## IMPORTANT SAFETY INSTRUCTIONS (cont.)

1. Read Instructions – All the safety and operation instructions should be read before the product is operated.
2. Retain Instructions – The safety and operating instructions should be retained for future reference.
3. Heed Warnings – All warnings on the product and in the operating instructions should be adhered to.
4. Follow Instructions – All operating and use instructions should be followed.
5. Cleaning – Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.  
Exception: A product that is meant for uninterrupted service and that for some specific reason, such as the possibility of the loss of an authorization code for the CATV converter, is not intended to be unplugged by the user for cleaning or any other purpose, may exclude the reference to unplugging the product in the cleaning description otherwise).
6. Attachments – Do not use attachments not recommended by the product manufacturer as they may cause hazards.
7. Water and Moisture – Do not use this product near water – for example, near a bathtub, wash bowl, kitchen sink, laundry tub; in a wet basement; near a swimming pool; and the like.
8. Accessories – Do not place this product on an unstable cart, stand, tripod, bracket, or table. The product may fall, causing serious injury to a child or adult and serious damage to the product. Use only with a cart, stand, tripod, bracket, or table recommended by the manufacturer or sold with the product. Any mounting of the product should follow the manufacturer's instructions and should use a mounting accessory recommended by the manufacturer.
9. A product and cart combination should be moved with care. Quick stop, excessive force, and uneven surfaces may cause the product and stand combination to overturn.
10. Ventilation – Slots and openings in the cabinet are provided for ventilation to ensure reliable operation of the product and to protect it from overheating. These openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should not be placed in a build-in installation such as a bookcase or rack unless proper ventilation is provided, or the manufacturer's instructions have been adhered to.
11. Power Sources – This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your product dealer or local power company. For products intended to operate from battery power or other sources refer to the operating instructions.



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## IMPORTANT SAFETY INSTRUCTIONS (cont.)

12. Grounding or Polarization – This product may be equipped with a polarized alternating-current line plug (a plug having one blade wider than the other). This plug will fit into the power outlet only one way. This is a safety feature. If you are unable to insert the plug fully into the outlet, try reversing the plug. If the plug should still fail to fit, contact your electrician to replace your obsolete outlet. Do not defeat the safety purpose of the polarized plug.
13. Power-Cord Protection – Power-supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular attention to cords at plugs, convenience receptacles, and the point where they exit from the product.
14. Protective Attachment Plug – The product is equipped with an attachment plug having overload protection. This is a safety feature. If replacement of the plug is required, be sure the service technician has used a replacement plug specified by the manufacturer that has the same overload protection as the original plug.
15. Outdoor Antenna Grounding – If an outside antenna or cable system is connected to the product, be sure the antenna or cable system is grounded so as to provide some protection against voltage surges and built-up static charges. Article 810 of the National Electrical Code, ANSI/NFPA 70, provides information with regard to proper grounding of the mast and supporting structure grounding of the lead in wire to an antenna discharge unit, size of grounding conductors, location of antenna-discharge unit, connection of grounding electrodes, and requirements for the grounding electrode. See Figure A.
16. Lightning – For added protection, unplug this product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the wall outlet and disconnect the antenna or cable system. This will prevent damage to the product due to lightning and power-line surges.
17. Power Lines – An outside antenna system should not be located in the vicinity of overhead power lines or other electric light or power circuits, or where it can fall into such power lines or circuits. When installing an outside antenna system, extreme care should be taken to keep from touching such power lines or circuits as contact with them might be fatal.
18. Overloading – Do not overload wall outlets, extension cords, or integral convenience receptacles as this can result in a risk of fire or electric shock.
19. Object and Liquid Entry – Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock. Never spill liquid of any kind on the product.
20. Servicing – Do not attempt to service this product yourself as opening or removing covers may expose you to dangerous voltage, other hazards, and potentially void the warranty. Refer all servicing to qualified service personnel.

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## IMPORTANT SAFETY INSTRUCTIONS (cont.)

21. Damage Requiring Service – Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - a. When the power-supply cord or plug is damaged.
  - b. If liquid has been spilled or objects have fallen into the product.
  - c. If the product has been exposed to rain or water.
  - d. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions as an improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product its normal operation.
  - e. If the product has been dropped or damaged in any way.
  - f. When the product exhibits a distinct change in performance – this indicates a need for service.
22. Replacement Parts – When replacement parts are required, be sure the service technician has used replacement parts specified by the manufacturer or have the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock, or other hazards.
23. Safety Check – Upon completion of any service or repairs to this product, ask the service technician to perform safety checks to determine that the product is in proper operating condition.
24. Wall or Ceiling Mounting – The product should be mounted to a wall or ceiling only as recommended by the manufacturer.
25. Heat – The product should be situated away from heat sources such as radiators, heat registers, stoves, or other products (including amplifiers) that produce heat.
26. Warning: Battery pack or batteries installed shall not be exposed to excessive heat such as sunshine, fire, or the like.

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## ANCHOR AUDIO 6-4-2 WARRANTY



**ALL  
PRODUCTS**



**LITHIUM-ION  
BATTERIES**



**MICROPHONES &  
PERIPHERALS**

Anchor Audio products are warranted to be free from defects in materials and workmanship for the period of SIX (6) YEARS from the date of original purchase unless listed below.

Our Lithium-Ion Batteries have a FOUR (4) YEAR warranty.

Wireless microphones, wired microphones, and peripheral products have a TWO (2) YEAR warranty. This includes:

- All wired and wireless microphones, belt pack transmitters, base station transmitters, base station receivers, and hands-free microphones
- CouncilMAN microphones and bases
- PortaCom and ProLink 500 systems in their entirety
- Assistive Listening systems in their entirety
- Accessories, cables, cases, and covers

*NOTE: The 'AA' batteries are not covered under warranty by Anchor Audio.*

Warranties are subject to the following conditions:

- Product must have been purchased from an authorized Anchor Audio Dealer and have an Anchor Audio serial number
- Anchor Audio must perform or authorize all warranty services or warranty is void
- Warranty is void when equipment is subjected to negligent use, connected to improper power sources, misuse, and/or operation beyond specifications and limits
- Warranty shall not apply to exterior finish, AC power cords, bulbs, or any other failings due to normal wear
- Warranty is void when equipment is subjected to adverse temperature, humidity, moisture, or any condition not considered normal environmental conditions
- Products out of warranty cannot be repaired by Anchor Audio

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## ANCHOR AUDIO RETURN AUTHORIZATION PROCEDURES

- In all cases, dealers and end users must first obtain approval from Anchor Audio for any product they are attempting to return to Anchor Audio. Upon approval, a Return Merchandise Authorization (RMA) number will be issued by the Anchor Audio Customer Service Department and must accompany all products returned. Clearly note the RMA number on the outside of the box.
- Products returned without approval and an RMA number may be returned to the sender.
- The RMA expires 30 days from date of issue. Any product received after 30 days of the RMA issue date will be returned to sender.
- Products returned must include a RMA number. Product received without an RMA number visibly seen on the box will incur a \$25 processing fee.
- Customer will incur the cost of shipping product to Anchor Audio for any reason. Under warranty repair and/or replacement, Anchor Audio will incur the freight cost to return product to the dealer or customer within the continental U.S.A.

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# CONTACT US

5931 Darwin Court | Carlsbad, CA 92008 USA | [anchoraudio.com](http://anchoraudio.com)

## **Technical Support Team**

800.262.4671 x782

[techsupport@anchoraudio.com](mailto:techsupport@anchoraudio.com)

## **Sales Team**

800.262.4671 x772

[sales@anchoraudio.com](mailto:sales@anchoraudio.com)

