



MULTI-WIDE AND TIERED EXR AUDIO STAND SYSTEMS

A Low Noise Floor Is Fundamental

Introduction

Thank you for purchasing the patented Harmonic Resolution Systems EXR Audio Stand System (US Patent No. 11,751,682). When used properly, it will give you many years of superior musical or video signal reproduction.

The EXR Audio Stand System significantly reduces the negative impact of structure-borne noise on your audio or video component performance. Decades of engineering experience, custom material development, and listening tests are incorporated into the design of the EXR Audio Stand System. This high-performance product from Harmonic Resolution Systems, Inc. will enable your audio/video source and amplification components to achieve high levels of performance.

The EXR Audio Stand System, which optionally includes the HRS Isolation Base as the primary shelf system, is a perfect match for the HRS Damping Plates, Nimbus, Vortex, and Helix products. While the EXR Audio Stand System and HRS Isolation Bases work to significantly reduce structure-borne noise, the HRS Damping Plates, Nimbus, Vortex, and Helix products significantly reduce the harmful effects of air-borne noise and structural resonance on your components.

Please read this manual completely prior to assembly and use of your EXR Audio Stand System. It contains instructions necessary for proper assembly, use, and care of this system. Proper care of your EXR Audio Stand System will ensure optimum performance and an aesthetically appealing system. Depending on the configuration of your EXR Audio Stand System, some segments may require at least two people to lift and move safely.

All HRS products are manufactured in the US by highly skilled craftsmen using superior techniques and proprietary materials. HRS is dedicated to producing the finest audio products in the world. To accomplish that, all products advance through a series of intense inspection and approval protocol. All items are inspected 100% to verify the assembly fits are up to our exacting standards. This rigorous protocol, combined with precision design, results in a product that is a pleasure to install, use, change, or expand at any time. From all of us here at HRS, we truly hope you enjoy our product.



**Scan here to register for HRS
5-year limited warranty**

<https://avisolation.com/company-warranty/>

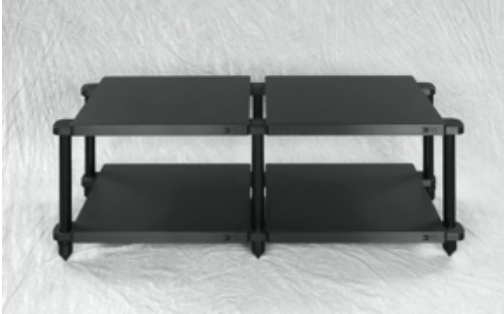
Your order was built and inspected by the following HRS staff

Manufacturing: _____

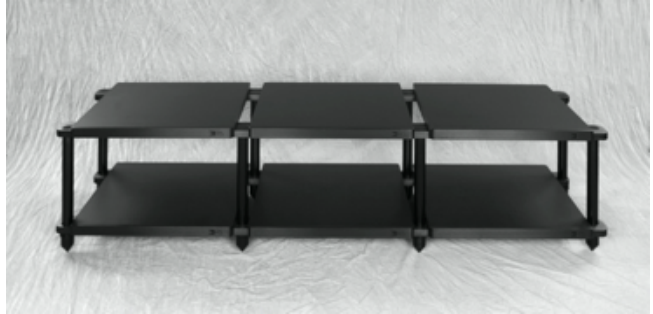
Inspection: _____

Packaging: _____

The HRS EXR Audio Stand System offers a high-performance, cost-effective design that provides extensive system configuration flexibility, and infinite modularity. The assembly instructions in this manual take advantage of the modular design to provide assembly instructions for any of the infinite possible configurations. Some popular configurations are pictured below. Please contact HRS or your authorized HRS dealer if you wish to further modify or expand your system.



EXR-1921-2T2



EXR-1921-2T2T2



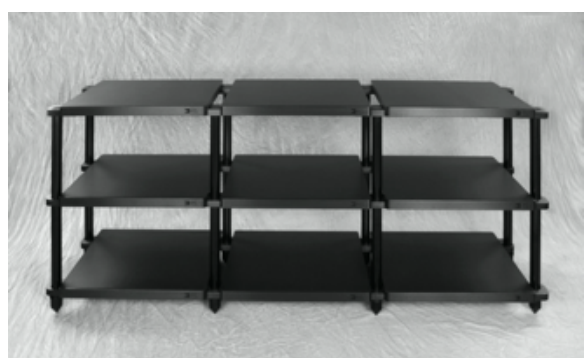
EXR-1921-2T3



EXR-1921-3T3



EXR-1921-2T3T2



EXR-1921-3T3T3

Safety Instructions

IMPORTANT WARNINGS!

Do not place any tall objects on the top level of the EXR Audio Stand System. A tall object is any object with a height that is greater than the length of the HRS Isolation Base. A tall object is also any object that has a height greater than its own width or length. Tall objects must not be placed on top of the EXR Audio Stand System for any reason. The object may become unstable and tip over causing damage to the component, adjacent objects, or injury to people.

Never lift or move the EXR Audio Stand System with HRS Isolation Bases installed. You should always move the EXR Audio Stand System to its final location prior to loading HRS Isolation Bases and components. Moving the EXR Audio Stand System with HRS Isolation Bases installed (with or without equipment) can permanently damage the system or cause the HRS Isolation Bases to fall out of the system, resulting in potential damage or injury. Always take the time to remove all of the equipment and HRS Isolation Bases to relocate the EXR Audio Stand System.

Setup Instructions

The EXR Audio Stand System is a complete system that can be used with or without HRS Isolation Bases. The number of boxes in the shipment depends on the size and configuration of your system. Each box containing parts for the system is marked with the model number starting with "EXR". All the tools required to assemble or modify your EXR Audio Stand System are included in the shipment by default, except for a torque wrench. If your system was not shipped fully assembled, and you do not have a torque wrench with a $\frac{7}{32}$ " hex bit, please contact HRS or your authorized HRS dealer to purchase one.

Work Surface - Prior to unpacking any material, locate a very strong and very stable work surface (capable of supporting 250 lb. load), or an area on the floor that will provide a soft, scratch resistant, work area, that is at least 3'x3' in size. The more space you have, the better, as it will give you room to move around the system to complete assembly. It is important that the area be free of all dirt, screws, or small pebbles, and that it is covered with a clean, soft, protective blanket that will prevent damage to the high-quality finish on the system.

Unpacking Assembly Hardware - Remove all the contents from all the boxes marked with the EXR model number. Place all the hardware on a table adjacent to your selected work surface and remove all the wrapping material. Be careful not to drop or allow the anodized aluminum parts to contact each other, as they may scratch each other. Do not stack the parts on top of each other once they are removed from the protective packaging material. To make assembly easier, group identical parts together in an organized manner. Group all the Struts by length.

The EXR Audio Stand System will be assembled upside down. Depending on what system configuration you have purchased, there will be a number of Frame Mounts that have threaded Caps already attached. Do not try to remove these threaded Caps, as they are bonded to the frame. These Frame Mounts with threaded Caps will sit at the top of the EXR Audio Stand System.

Multi-wide and tiered EXR Audio Stand Systems must be assembled one column at a time to ensure proper alignment of all the parts. The tallest column(s) will be fully assembled first, then additional columns will be built separately and fastened to the existing structure.

Step 1. The EXR Horizontal Support Assemblies that will sit at the top level of each column of the EXR Audio Stand System have threaded Caps bonded into their Frame Mounts. Assembly of the EXR Audio Stand System should always begin with the top level of the tallest column. This EXR Horizontal Support Assembly will always have four Frame Mounts with bonded Caps.

Depending on the configuration of your EXR Audio Stand System, it may include up to four unique models of Frame Mount. The Frame Mounts are attached to the EXR Horizontal Support Assemblies at HRS, but familiarizing yourself with the different models and their functions in the system will help you to identify which configuration is required at each stage of assembly.

Frame Mount models FM1 (photo 1) and FM2 (photo 2) always sit at both ends of the completed system. FM1 and FM2 always appear paired together on the same side of an EXR Horizontal Support Assembly. FM3 models (photo 3) only appear in tiered systems (e.g., 3T2 models), at levels of the column that do not connect to another column. FM4 models (photo 4) always appear where two columns of the EXR Audio Stand System connect.



Photo 1



Photo 2



Photo 3



Photo 4

Refer to the Bill of Materials provided with your EXR Audio Stand System if you have difficulty determining the proper locations for each EXR Horizontal Support Assembly in the shipment. The Bill of Materials includes diagrams that should help clarify where and how the different configurations of Frame Mounts fit into your system.

If your system was delivered with at least one column already assembled, proceed immediately to step 9. Otherwise, place an EXR Horizontal Support Assembly with four bonded Caps upside-down on your work surface, so the threads face up, and the front face with HRS logo faces away from you. There are four unique configurations of Frame Mounts that may serve as the starting point for assembly (photos 5-8). Mirrored orientations of these configurations are also possible. The configuration of the Frame Mounts depends on the configuration of your system, but the instructions in this manual apply to all configurations, thanks to the modular design of the EXR Audio Stand System.



Photo 5



Photo 6



Photo 7



Photo 8

Steps 2-5 describe how to add a second level (and any subsequent levels) to this column of your EXR Audio Stand System. If you are constructing a single-level stand, proceed immediately to step 6. Note that assembly photos going forward show a "3T3" model EXR Audio Stand System (i.e., two columns, both three levels high), but that all written instructions apply to any size system, thanks to the modular design of the EXR Audio Stand System.

Step 2. Place a polymer ring around the threads protruding through each Frame Mount (photo 9). The polymer ring should sit completely flat inside the Frame Mount. Apply a few drops of the provided WD-40 3-in-1 oil to the top end of each thread where the Strut will first mate with the Cap (photo 10).



Photo 9



Photo 10

Step 3. Identify four Struts of the correct size for this level of the system. Keep in mind that the system is being assembled upside-down, and so the first EXR Horizontal Support Assembly with the bonded Caps is the top level. The Struts will provide component spacing equal to 3.5 inches less than their total length (including threads).

e.g., Struts that measure 13.5 inches end-to-end will provide 10 inches of spacing.

If you will be using HRS Isolation Bases in your EXR, remember that the HRS Isolation Bases are approximately 3 inches tall when determining your required spacing.

Fully thread one Strut onto the threaded Cap in each Frame Mount (photo 11). Use the provided HRS Grip Pad (photo 12) to tighten each Strut between $\frac{1}{4}$ and $\frac{1}{2}$ rotation past when it contacts the polymer ring.



Photo 11



Photo 12

Step 4. Place a polymer ring around the threads of each Strut, just as you did for the Caps on the top level. Be sure the polymer rings sit fully on the Strut (photo 13). The polymer ring should sit on the non-threaded shoulder just below where the thread stops. Apply a few drops of the provided WD-40 3-in-1 oil to the ends of these threads as well.



Photo 13

Step 5. Identify which configuration of Frame Mounts is required for the next level of this column. This depends on the Frame Mounts of the preceding level, and in certain cases, the relative height of the column(s) that will sit adjacent to this one in the completed system.

FM1 and FM2 Frame Mounts (photo 14) always sit at the ends of the system, and can only align with other FM1s and FM2s. If the top level of this column included FM1s and FM2s, all additional levels in this column must include FM1s and FM2s on the same side to align properly.



Photo 14

If the preceding level included FM4 Frame Mounts (photo 15), all additional levels in the column will have FM4s on the same side.



Photo 15

If the preceding level included FM3 Frame Mounts (photo 16), then the configuration on the new EXR Horizontal Support Assembly also depends on the relative height of the adjacent column on that side. If this EXR Horizontal Support Assembly will be at the same height as one in the adjacent column, then FM4s are required. Otherwise, FM3s are required.



Photo 16

Select an EXR Horizontal Support Assembly that has the correct Frame Mounts based on the instructions above, and lower it onto the existing assembly so that the Strut threads pass through the Frame Mounts (photo 17). The Frame Mounts should seat fully onto the threads and rest in full contact with the polymer rings. Make sure to align the FM1s and FM2s on each level with those of the other levels, and to do likewise for the FM3s and FM4s. In tiered systems, FM3s on the top level will align with the FM4s on other levels.



Photo 17

Make sure all of the Frame Mounts are fully seated by measuring the distance from Frame Mount to Frame Mount at each corner (photo 18). This distance will vary depending on the length of Struts installed at this level of the system, but the distance should be equal $\pm 1/32$ " at all four corners. **If they are not all equal, at least one Frame Mount is not seated correctly, and proper assembly of the system may be rendered impossible.** This is most commonly caused by a polymer ring being pinched between a Frame Mount and the corresponding Strut (photo 19). If this is the case, lift the EXR Horizontal Support Assembly slightly to relieve pressure on the polymer ring and make sure it falls back in place to sit completely flat on the Strut, then carefully lower the assembly straight down back into place. This may need to be done for more than one polymer ring. Use a tape measure again to confirm that this process has made all four corners even $\pm 1/32$ " before continuing.



Photo 18



Photo 19

If your EXR Audio Stand System includes another level, repeat steps 2-5 for the next EXR Horizontal Support Assembly to add it to the column. Be sure to select the correct size of Strut for each level of your system to provide adequate space for each of your components. If you have added all necessary levels to the EXR, proceed to step 6.

Step 6. Place a polymer ring around the threads protruding through each Frame Mount. The polymer ring should sit completely flat inside the Frame Mount. Apply a few drops of the provided WD-40 3-in-1 oil to the end of each thread.

Step 7. Fully thread a Nut onto the threads protruding through each Frame Mount so the Nuts fully contact the polymer rings you placed in step 6. Thread the Nuts on with the narrow end facing down into the Frame Mounts. Apply final torque to the Nuts by using the provided custom nylon wrench to tighten each one another $\frac{1}{4}$ to $\frac{1}{2}$ turn after they contact the polymer ring (photo 20). This final torque provides stiffness to the structure to ensure excellent performance for your system.



Photo 20

Step 8. Thread on the Washers just until they contact the Nuts, and then thread on the Points just until they contact the Washers (photo 21). Do not torque the Washers or Points tightly.



Photo 21

Step 9. This column of the EXR Audio Stand System is now complete. Carefully lift and flip it upright and move it to the desired final location for use in your system (photo 22). Depending on the size of your system, this may require multiple people. Make sure to orient the EXR Audio Stand System so that the front face with the HRS logo(s) faces forward. The stand Points should be placed directly on carpeted floors. Place them on HRS Floor Protectors (sold separately) instead if your system is located on wood flooring or another surface you wish to guard against scratching. Please contact HRS or your authorized HRS dealer if you require HRS Floor Protectors.



Photo 22

The completed first column of an EXR-1921-3T3-B

The columns of the EXR Audio Stand System should be assembled in order from tallest to shortest. If two or more columns are of equal height, they can be assembled in any order. If the next column you are assembling will not stand adjacent to any existing columns, repeat steps 1-9 to assemble it. If the next column will stand adjacent to an existing column, continue on to step 10 to assemble it and fasten it to the existing structure.

Step 10. Identify which configuration of Frame Mounts is required at the top level of this column. This depends on the relative height of the column(s) that will sit adjacent to this one in the completed system. Because this column will be fastened to a column that is already assembled, the EXR Horizontal Support Assemblies will only have Frame Mounts on the other side.

If this new column will sit at the end of the completed system, then all of its EXR Horizontal Support Assemblies must have FM1s and FM2s attached (photo 23).



Photo 23

If the top level of the new column will have EXR Horizontal Support Assemblies at equal height on both sides, then it must have two FM4s attached (photo 24).



Photo 24

If this column will be adjacent to a column shorter than it in the completed assembly, the top level must have two FM3s attached (photo 25).



Photo 25

Step 11. Place a polymer ring around the threads protruding through each Frame Mount (photo 26). The polymer ring should sit completely flat inside the Frame Mount. Apply a few drops of the provided WD-40 3-in-1 oil to the top end of each thread where the Strut will first mate with the Cap (photo 27).



Photo 26

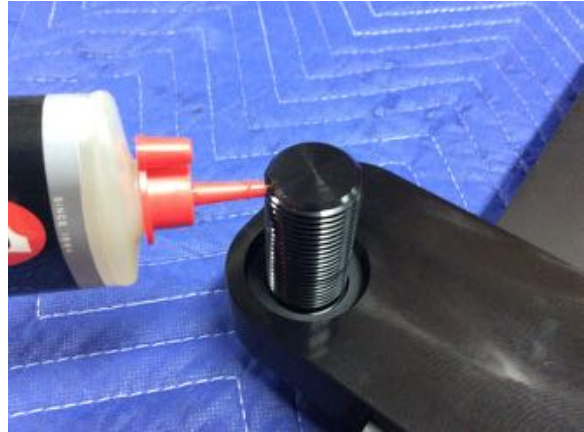


Photo 27

Step 12. Identify two Struts of the correct size for this level of the system. Keep in mind that the system is being assembled top-to-bottom, and so the first EXR Horizontal Support Assembly with the bonded Caps is the top level of this column. The Struts will provide component spacing equal to 3.5 inches less than their total length (including threads).
e.g., Struts that measure 13.5 inches end-to-end will provide 10 inches of spacing.
If you will be using HRS Isolation Bases in your EXR, remember that the HRS Isolation Bases are approximately 3 inches tall when determining your required spacing.

Fully thread one Strut onto the threaded Cap in each Frame Mount (photo 28). Use the provided HRS Grip Pad (photo 29) to tighten each Strut between $\frac{1}{4}$ and $\frac{1}{2}$ rotation past when it contacts the polymer ring.



Photo 28



Photo 29

Step 13. Place a polymer ring around the threads of each Strut, just as you did for the Caps on the top level. Be sure the polymer rings sit fully on the Strut (photo 30). The polymer ring should sit on the non-threaded shoulder just below where the thread stops. Apply a few drops of WD-40 3-in-1 oil to the ends of these threads as well.



Photo 30

Step 14. Carefully stand the assembly on the side opposite the Frame Mounts, and move the next EXR Horizontal Support Assembly for the column you are assembling into position, so the Strut threads from the first assembly pass through the Frame Mounts of the second (photo 31). The Frame Mounts should seat fully onto the threads and rest in full contact with the polymer rings. Make sure to align the FM1s and FM2s on each level with those of the other levels, and to do likewise for the FM3s and FM4s. In tiered systems, the FM3s on the top level will align with the FM4s on other levels.



Photo 31

If this column of your EXR Audio Stand System includes another level, repeat steps 12-14 for the next EXR Horizontal Support Assembly to add it to the system. Be sure to select the correct size of Strut for each level to provide adequate space for each of your components. If you have added all necessary levels to this column, proceed to step 15.

Step 15. Place a polymer ring around the threads protruding through each Frame Mount. The polymer ring should sit completely flat inside the Frame Mount. Apply a few drops of the provided WD-40 3-in-1 oil to the end of each thread.

Step 16. Fully thread a Nut onto the threads protruding through each Frame Mount so the Nuts fully contact the polymer rings you placed in step 15. Thread the Nuts on with the narrow end facing down into the Frame Mounts. Apply final torque to the Nuts by using the provided custom nylon wrench to tighten each one another $\frac{1}{4}$ to $\frac{1}{2}$ turn after they contact the polymer ring. This final torque provides stiffness to the structure to ensure excellent performance of your system. Also thread on the Washers just until they contact the Nuts, and then thread on the Points just until they contact the Washers (photo 32). Do not torque the Washers or Points tightly.

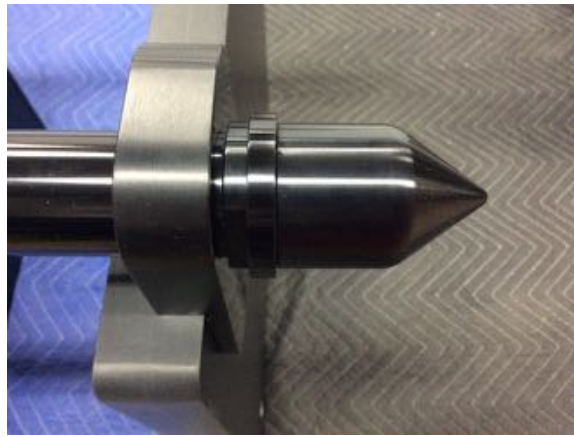


Photo 32

Step 17. Lay the partially assembled column next to the existing system, with the Struts on the underside this time. Position the column so the Points rest about 23" away from the Points of the existing system for a 1921 model (photo 33), or 21" away for a 1719 model. Tip the partial column up to rest it on the open side of the FM4s (photo 34). The assembly will weigh approximately 35 lb (16 kg) per level, so large systems may require two or more people to lift together.



Photo 33



Photo 34

Step 18. Make sure the front edges of the columns all line up (photo 35), and then loosely install the provided $\frac{3}{8}$ "-16 \times $\frac{3}{4}$ " buttonhead cap screws through the bottoms of the FM4s, and into the new column of the system (photo 36). Once all the fasteners are installed, apply final torque with torque wrench set to 10 ft·lb (120 in·lb, 13.5 N·m). While you apply final torque to each fastener, squeeze the adjacent columns together to ensure no gaps remain between the Frame Mounts and the new column. The simplest method to apply the necessary pressure is to hold onto one Strut while you brace your chest against the end of the system, and then pull the assemblies together while you torque the fasteners (photos 37-39).



Photo 35



Photo 36



Photo 37



Photo 38

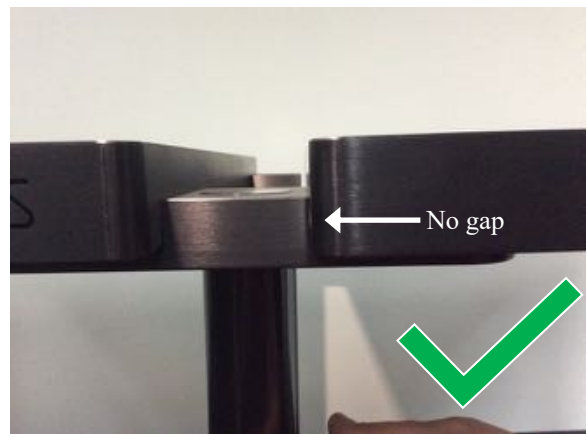


Photo 39

If your EXR Audio Stand System is already complete, continue on to "Leveling the EXR Audio Stand System" below.

If your shipment includes any more EXR Horizontal Support Assemblies with Frame Mounts already attached, repeat steps 10-18 of this manual to attach them.

If your shipment includes additional EXR Horizontal Support Assemblies with no Frame Mounts attached, continue on to step 19 to install them at the locations where there are open FM4s on both sides.

Step 19. Make sure the columns on either side of the new EXR Horizontal Support Assembly are aligned, and have space between them such that you can rest an EXR Horizontal Support Assembly on all four open Frame Mounts at the same time (photo 40). For EXR-1921 systems, the EXR Horizontal Support Assemblies are 21" wide. For EXR-1719 systems, the EXR Horizontal Support Assemblies are 19" wide. Place an EXR Horizontal Support Assembly at each available level in this column, starting at the bottom.

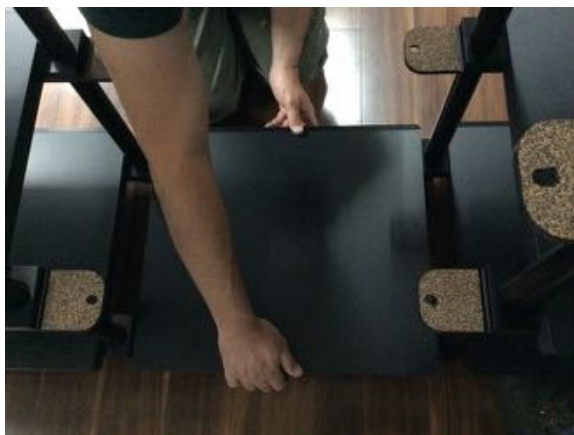


Photo 40

Step 20. Repeat step 18 to fasten the EXR Horizontal Support Assemblies in place in this column. Make sure to press the columns together at each joint as you apply the final torque to the $\frac{3}{8}$ "-16 \times $\frac{3}{4}$ " buttonhead cap screws. When all columns are filled in and all fasteners are properly tightened, assembly of the EXR Audio Stand System is complete. Continue on to "Leveling the EXR Audio Stand System" below.

Leveling the EXR Audio Stand System - The EXR Audio Stand System is now ready to be leveled. First, make sure that all Washers and Points are fully threaded fully so that they contact the Nuts on the bottom of the system (photo 41). Place the provided level on the top EXR Horizontal Support Assembly and apply gentle pressure against each side of the stand to see if it rocks back and forth. If the stand rocks back and forth and/or does not sit level, thread out the Point(s) that must be extended to level the stand $\frac{1}{4}$ turn at a time, until the stand is level with all Points in contact with the ground. Do not thread out the Point(s) more than five full rotations. Each Point must have three full rotations of engagement with the thread for proper performance and strength.



Photo 41

If more adjustment is required, place a shim under the Point(s) so that the additional travel is achieved without violating the three full thread minimum engagement requirement. Once the system is level, hold the extended Point(s) with one hand and thread the Washer down with your other hand back against the top of the Point (photo 42). Gently torque all four Washers against the tops of the Points with the HRS Grip Pad. This will lock the Points into place and prevent any motion out of the threaded connection. The result should be a very stable, firm, and level structure.



Photo 42

Installing HRS Isolation Bases into the EXR Audio Stand System (optional) - If your system includes HRS Isolation Bases, unpack each HRS Isolation Base that will be installed in the EXR Audio Stand System. Make sure to read and follow all of the instructions in the HRS Isolation Base manual(s) prior to installing HRS Isolation Bases into the EXR. Also verify that the EXR size matches the HRS Isolation Base size(s).

Note the load range of each HRS Isolation Base to determine which components of your system they are matched to. Matching the HRS Isolation Base to the proper component weight will ensure optimum performance. Load ranges can be changed for a nominal factory fee, so if you do not have the correct load range for a component, please contact Harmonic Resolution Systems or your authorized HRS dealer to have this corrected.

Load the HRS Isolation Bases into the EXR Audio Stand System with the HRS logo facing the front of the system. Carefully pass each HRS Isolation Base between the front struts of the stand, and rest the rear Isolation Base Feet on the EXR Horizontal Support Assembly (photo 43). Then, have another person support the rear edge while you both lift the Isolation Base again, carefully shift it backwards into the system, and gently lower it to contact the EXR Audio Stand surface (photo 44). Sliding HRS Isolation Base Feet along these surfaces may scratch them. When the Isolation Base is positioned correctly, the outside edges will line up with the outside edges of the EXR Horizontal Support Assembly (photo 45).



Photo 43



Photo 44



Photo 45

Loading Components into the EXR Audio Stand System - Carefully load each component from the front of the EXR Audio Stand System. Be careful not to hit any part of the EXR or HRS Isolation Bases. If you are utilizing HRS Isolation Bases in your EXR, make sure that none of the HRS Isolation Bases are overloaded. By placing one or two fingers on the bottom of the EXR Horizontal Support Assembly, and your thumb on the top of the HRS Isolation Base, you should be able to move the top of the HRS Isolation Base slightly (at all four corners) by squeezing your fingers together. HRS G7 Feet do not require this test, as they have no compliance by design. If your SF or LF Isolation Base Feet have no compliance, remove the HRS Isolation Base and component to verify that the load range of the HRS Isolation Base is correctly matched with the component. The load range of each HRS Isolation Base is identified by the colored sticker on the back of the base (see the HRS Isolation Base manual for instructions). Please consult with your authorized HRS dealer or contact Harmonic Resolution Systems if you need assistance. The HRS Isolation Base load range can be easily modified by sending it to Harmonic Resolution Systems or an authorized HRS dealer to have the primary isolation stage rebuilt.

The maximum load capacity of each EXR Horizontal Support Assembly of the EXR Audio Stand System is 250 pounds (113 kg). Never load more than 250 pounds onto a single EXR Horizontal Support Assembly, and never exceed a total load of 1000 pounds (453 kg) in one column.

Modifying or Expanding Your EXR Audio Stand System - Please contact HRS or your authorized HRS dealer if you would like to modify your EXR Audio Stand System. Thanks to the modular design, expanding your system by adding shelves, or even splitting into multiple stands can be done in your own home with parts available from HRS. Simply remove all components from your system, and turn it upside-down on a work surface prepared the same as for the original assembly process. Remove the Points and Washers by hand, and use the provided custom nylon wrench to remove the Nuts. After that, EXR Horizontal Support Assemblies and Struts can be added, removed, and interchanged freely. Make sure to install and tighten all parts according to the original assembly instructions in this manual.

Care and Maintenance

The EXR Audio Stand System is a very low maintenance item that will provide many years of trouble-free performance by applying these basic care instructions.

Clean the external surfaces of the EXR Audio Stand System using a professional quality, ultra-soft, lint-free, micro-fiber cloth, available in high quality automotive stores. Use a lightly water-dampened cloth if you need to clean dirt from the frame. Do not use commercial furniture polishes on the EXR Audio Stand System.

Please follow the care instructions in the HRS Isolation Base manual to clean and care for any HRS Isolation Bases installed in the EXR Audio Stand System. Read and follow the instructions received with the HRS Isolation Base to ensure optimum performance and cosmetic appeal.

Do not spray, soak, or submerge the audio stand system or HRS Isolation Bases in water or cleaning solutions. The EXR Audio Stand System and HRS Isolation Bases are made from many

different parts and materials. Submerging, spraying, or soaking the audio stand system or HRS Isolation Base may cause permanent damage to the assembly.

Clean the metallic parts of the HRS Isolation Bases and EXR Audio Stand System using a lint-free soft (non-abrasive) cloth. Use a damp cloth with a mild soap or Pledge Multi-Surface Cleaner if required. Do not use abrasive cleaners or solvents to clean the EXR or HRS Isolation Bases as they may damage the quality of the surface finish. Solvents and solvent-based cleaners will attack and damage some of the materials used in the EXR and HRS Isolation Base and should never be used.

Do not wash the interior flex element of the HRS Isolation Base feet, even if you see a coating or white substance on the surface of the flex element. This coating is intentional and is put in the flex element to protect the isolation material from the environment.

Warnings!

Do not place objects with sharp or pointed feet directly on the HRS Isolation Base.

Do not immerse in water or spray with water or any other liquids.

Do not use abrasive cleaners or abrasive sponges.

Do not wash the HRS Isolation Base or HRS Isolation Base Feet with any solvent-based cleaning solutions.

Do not wash the interior flex element of the HRS Isolation Base feet, even if you see a coating or white substance on the surface of the flex element.

Limited Warranty



Scan here to register for HRS 5-year Limited Warranty

Harmonic Resolution Systems warrants the product designated herein to be free of manufacturing defects in material and workmanship, subject to the conditions herein set forth, for a period of 90 days from the date of purchase by the original purchaser. **The purchaser is required to register the unit with Harmonic Resolution Systems by visiting <https://avisolation.com/company-warranty/> and completing the limited warranty registration, within 14 days upon receipt of any HRS product. Scan QR code to register for HRS 5-year limited warranty.**

The limited warranty extends the 90 days to a period of 5 years from the date of purchase by the original purchaser, or no later than 6 years from the date of shipment to the authorized Harmonic Resolution Systems dealer, whichever comes first.

This limited warranty is subject to the following conditions and limitations.

1. The limited warranty is void and inapplicable if the product has been used or handled other than in accordance with the instructions in the owner's manual, abused or misused, damaged by accident or neglect or in being transported, or the defect is due to the product being repaired or tampered with or modified by anyone other than Harmonic Resolution Systems. The product must be packed and returned to Harmonic Resolution Systems by the customer at his or her sole expense. A written description of the defect and a photocopy of the original purchase receipt must accompany a returned product. This receipt must clearly list the model and serial number, the date of purchase, the name and address of the purchaser, the authorized HRS dealer, and the purchase price. Harmonic Resolution Systems reserves the right to modify the design of any product without obligation to purchasers of previously manufactured products, and to change the prices or specifications of any product, without notice or obligation to any person. This warranty is void and inapplicable if the product has been handled other than in accordance with the instructions specified within this document, abused or misused, damaged by accident or neglect or in being transported, or the defect is due to the product being tampered with, modified or repaired by anyone other than Harmonic Resolution Systems.
2. The limited warranty does not cover normal recommended care and maintenance. Harmonic Resolution Systems Inc. shall not be responsible in any way for consequential or indirect damages or liabilities resulting from the use of the product covered herein, or, resulting from any breach of this warranty or any implied warranty relating to said product.
3. Harmonic Resolution Systems shall not be responsible in any way for damage to finishes resulting from normal use, or exposure to sunlight or the environment, even within the normal and extended limited warranty period.

During the limited warranty period, Harmonic Resolution Systems will repair or replace any defective components free of charge. A Return Authorization Number (RA Number) obtained directly from Harmonic Resolution Systems is required before any product is returned to Harmonic Resolution Systems for any reason. This number must be visible on the exterior of the shipping container(s) for Harmonic Resolution Systems to accept the return.

Units shipped to Harmonic Resolution Systems Inc. without a visible RA Number on the exterior of the shipping container(s) are subject to be returned to the sender, freight collect.

Units to be repaired by Harmonic Resolution Systems must be sent shipping and insurance prepaid by the original purchaser in the original packaging material. A returned product should be accompanied by a written description of the defect.

Repaired units will be returned by Harmonic Resolution Systems shipping, and insurance will be prepaid by the customer.

All other warranties or conditions, either written or implied, are void.

(MADE IN USA)

All Harmonic Resolution Systems Inc. products are 100% made in The United States of America by skilled craftsmen using only the finest materials and our personal dedication to the highest workmanship standards.

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