

Blackmagic Cloud Store



Blackmagic Cloud Store
Blackmagic Cloud Store Mini
Blackmagic Cloud Pod

Languages

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Welcome

Thank you for purchasing your Blackmagic Cloud Store.

The Blackmagic Cloud Store is a very fast high capacity network storage solution that's designed to handle large media files used on Hollywood feature films. The design uses advanced flash memory so it easily handles lots of simultaneous users. Plus it's extremely easy to set up!

The Blackmagic Cloud Store Mini has a portable rack mount design and features four internal M.2 cards in a RAID 0 configuration so it can sustain the maximum possible speed on its 10G Ethernet port.

Blackmagic Cloud Pod allows any USB disk to be shared on your network. That means you can use the USB disks you already have!

This instruction manual shows you how to get started with Blackmagic Cloud Store.

Check the support page on our website at www.blackmagicdesign.com for the latest version of this manual and for updates to your Blackmagic Cloud Store's internal software. When downloading the software, be sure to register with your information so we can keep you updated when new software is released.

We are continually working on new features and improvements, so we are keen to hear from you!

A handwritten signature in black ink that reads "Grant Petty". The signature is written in a cursive, flowing style.

Grant Petty

CEO Blackmagic Design

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Introducing Blackmagic Cloud Store

The Blackmagic Cloud Store is a very fast high capacity network disk designed to handle large media files. Using advanced flash memory, Blackmagic Cloud Store handles many simultaneous users and is available in various storage capacities. With Dropbox live sync, files can be distributed between multiple units globally for very fast local file access, even on lower cost internet connections. Blackmagic Cloud Store includes four 10G Ethernet connections with Ethernet switch, RAID 5 data protection and redundant power supplies.



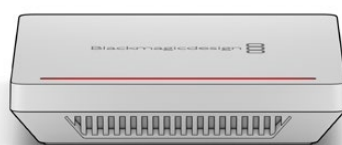
Blackmagic Cloud Store Mini

The Blackmagic Cloud Store Mini is a fast network storage solution in a compact rack mount design with 8 TB of flash memory. It features a high speed 10G Ethernet connection and four internal M.2 flash memory cards operating in parallel RAID 0 for fast file access.



Blackmagic Cloud Pod

The Blackmagic Cloud Pod lets you turn any USB-C disk into network storage. For example, sharing a media disk recorded on a camera with multiple users on your network.

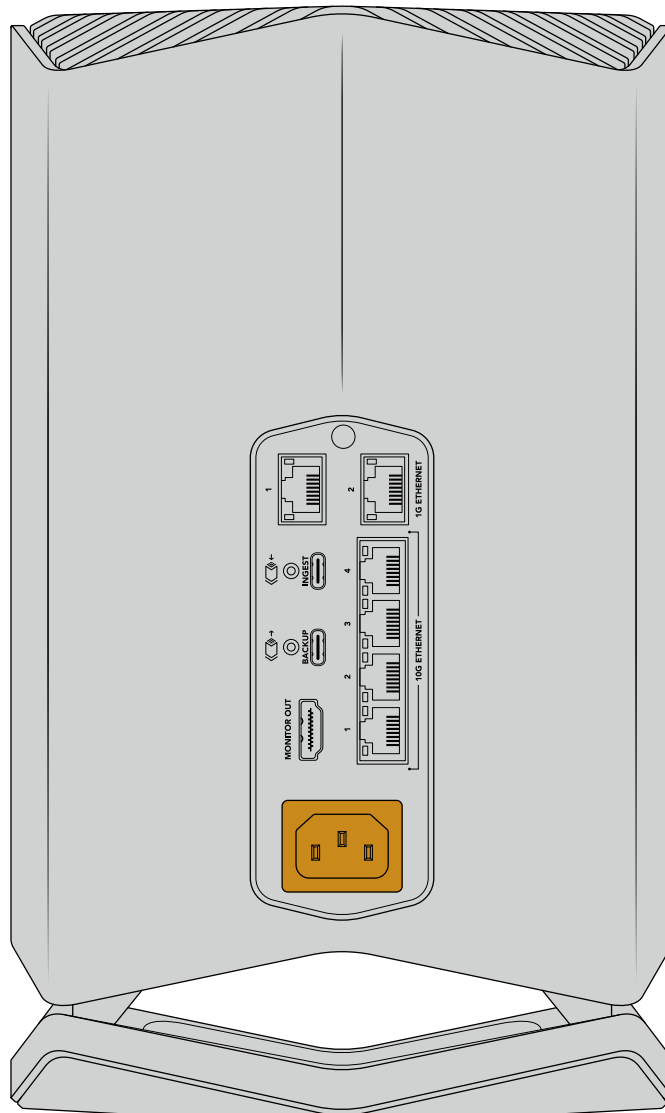


Getting Started

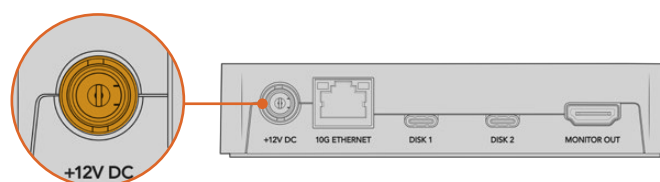
To get started with your Blackmagic Cloud Store, all you need to do is plug in power and connect to a network.

Plugging in Power

Connect power to Blackmagic Cloud Store using a standard IEC power cable.



When power is connected, a soft light will illuminate from the underside of the unit



On Blackmagic Cloud Pod, connect power using the supplied 12V DC power adapter

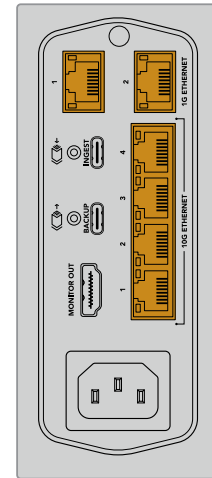
Connecting to a Network

For the fastest file transfer speeds, connect a 10G Ethernet connector from your cloud store to a port on your 10G network switch. We recommend using CAT 6A Class E or F network cables for longer cable runs. If you have a 1G network switch, connect using your cloud store's 1G Ethernet connector.

What is 10G Ethernet?

10G Ethernet is a very fast Ethernet connection used in the latest Ethernet switches capable of transferring data at up to 10 Gb/s. 10G Ethernet is perfect for video workflows where files are typically very large.

1G Ethernet connectors are provided for slower connections such as the internet or slower computers. They are part of your cloud store's built in Ethernet switch and help keep the faster 10G ports free.



TIP If your computer does not have a 10G Ethernet port but has a Thunderbolt 3 port, you can plug in using a Thunderbolt 3 to 10G Ethernet adapter. This means you will get faster transfer speeds than you would via a 1G Ethernet port. These adapters are also available as PCIe cards that you can install in your computer.

Accessing Storage

To access storage on a Mac computer:

- 1 Open Finder and click on 'network' in the sidebar menu.
- 2 Double click on your Blackmagic Cloud Store in the list.
- 3 Now double click on internal storage.

Your Blackmagic Cloud Store will now appear in the locations sidebar.

To access storage on a Windows computer:

- 1 Click on the 'Network' menu item in File Explorer sidebar. You will see your Blackmagic Cloud Store listed.
- 2 Double click on your cloud store and a Windows security dialog box will appear asking for network credentials.
- 3 Set the username and password to 'guest'.
- 4 Click 'OK'.

You will now see your cloud store in the File Explorer window and can access the storage like any other network drive.

Monitoring

The HDMI monitor output lets you see the status of your cloud store in real time. Simply plug in a TV or monitor. You can see a storage map, speed graphs, sync, active users and power status. For more information, refer to the 'HDMI monitor output' section.

That's all there is to getting started! Keep reading this manual for information about how to sync to Dropbox, set sync folders and direction, plug in USB drives and more.

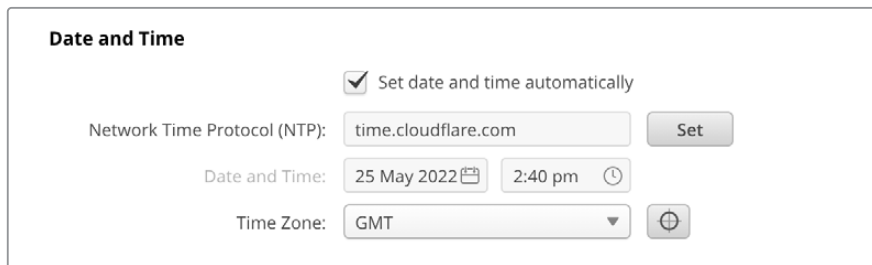
Adding Syncs

The first step to adding syncs is to download and install Blackmagic Cloud Store Setup from the Blackmagic Design support center at www.blackmagicdesign.com/support

After installing the software, launch Blackmagic Cloud Store Setup and click on the settings icon to open the settings for your cloud store. The sync settings are located in the 'cloud sync' tab.

Setting Date and Time

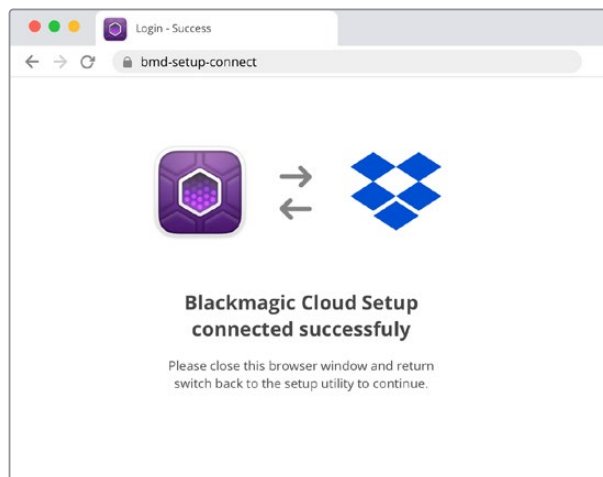
Cloud services such as Dropbox require the correct date and time to sync to your Blackmagic Cloud Store. By default, your cloud store will use the Cloudflare NTP server to automatically set the date and time.



To sync your Dropbox account with Blackmagic Cloud Store all you need to do is sign into your Dropbox account using the cloud sync settings, set the folder you want to sync to and set the sync direction.

Sign into Dropbox

- 1 Click on the 'sign in' button for the Dropbox account. A sign in window will appear.
- 2 Sign into Dropbox.

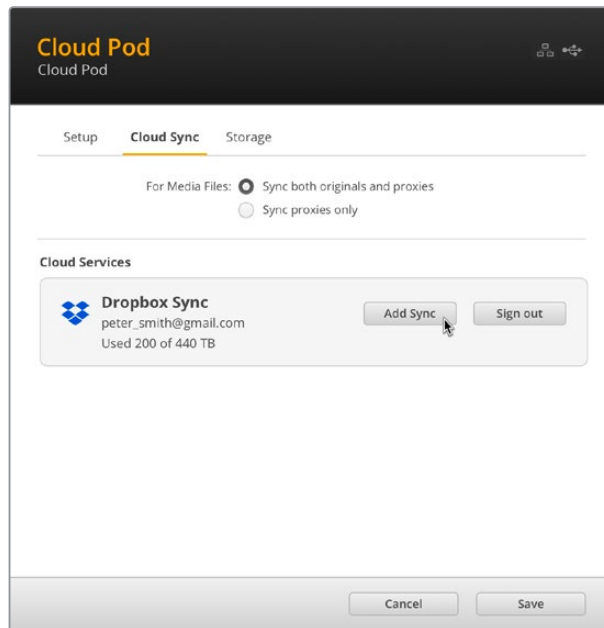


A confirmation message will indicate that you have successfully connected. If the connection failed, check your computer is connected to the Internet.

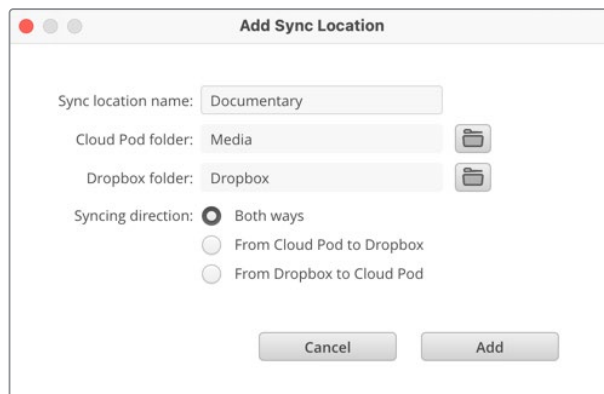
- 3 Click 'close'.

Sync Folder and Direction

- 1 You will now see the 'add sync' button enabled. Click on the button to open the 'add sync location' window.

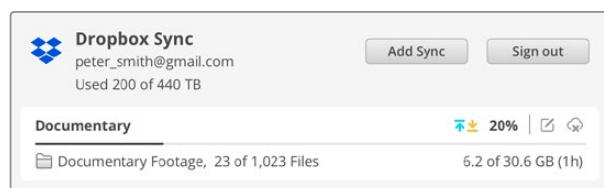


- 2 Name the sync location and click on the folder icons to point to your desired sync folders. These would typically share the same name.
- 3 Select the sync direction. For example, if you are syncing to Dropbox and you want to sync files from your cloud store to Dropbox but not from Dropbox to your cloud store, select 'from cloud store to Dropbox'.



- 4 Click 'add'.

Your Dropbox account is now synced to your Blackmagic Cloud Store.



Status indicators provide information about the sync process



The sync arrows show the sync direction. A blue arrow shows that data is being sent from your cloud store and a yellow arrow shows that data is being received. If data is being sent and received at the same time, then a blue and yellow arrow will be displayed. A gray arrow indicates when data is not being synced in that direction.

The percentage figure to the right of the sync arrows shows the current status of the sync progress.



Click on the 'edit sync' indicator to change the sync folder name and location.



Click on this indicator to delete the sync location. In the confirmation dialog box, click 'continue' to confirm or 'cancel' to abort the deletion.

Ingest and Backup

The two USB-C ports on the Blackmagic Cloud Store can be used for loading and backup of files.

If you connect a media card reader or a USB-C disk to the ingest port, then all files on that disk will be loaded into the cloud store.

Backup is also important and while Dropbox is a good backup solution, by connecting a USB disk to the backup port, you can do local backups without any ongoing costs and with total privacy. It works with a USB-C disk, or even large USB-C disk arrays. The latest files will be loaded first and the Blackmagic Cloud Store will keep backing up for as long as the disk is connected.



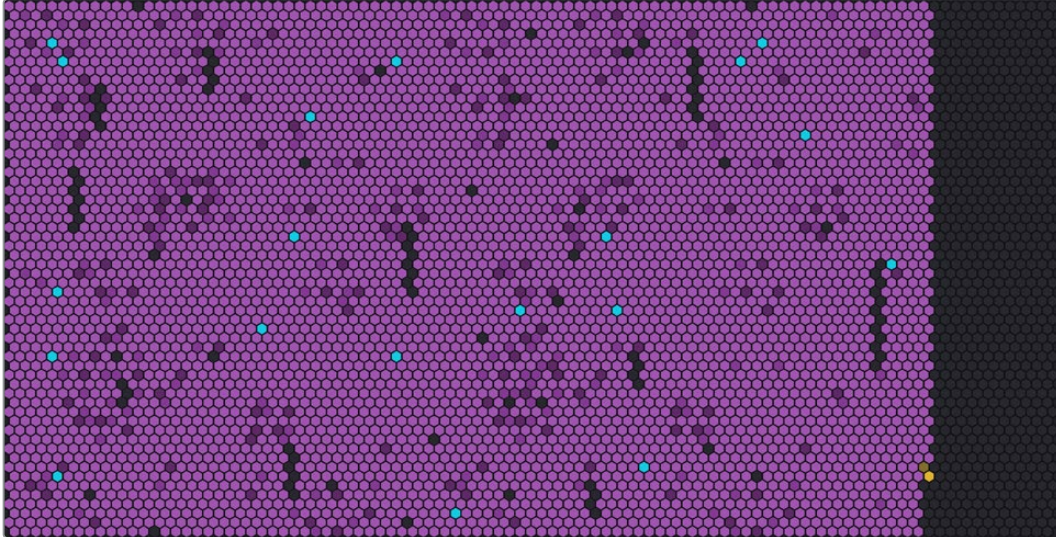
HDMI Monitor Output

The monitor output provides a comprehensive overview of the storage status, plus all user activity in real time. This section of the manual includes information about the different panels and graphs.



Storage Map

The storage map shows a graphic representation of the memory core and where the read and write access is happening for the connected users.



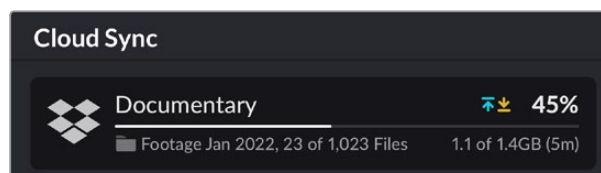
The cells represent storage sectors being written to and read. Each cell will change color as it fills with data, for example a cell will start gray to represent an empty sector then change to purple and brighten as it fills with data.

The orange cells represent data being written and the blue cells represent data being read.

Cloud Sync Panel

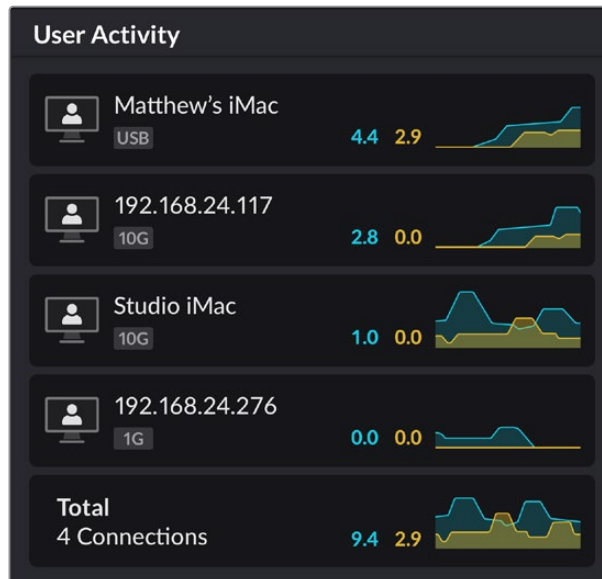
The cloud sync panel shows all the syncs you have added. Blue arrows indicate data is being synced to Dropbox and the orange arrows indicate data syncing from Dropbox to your Blackmagic Cloud Store.

Storage space indicators are visible under the Dropbox location name and the panel will expand as more syncs are added.



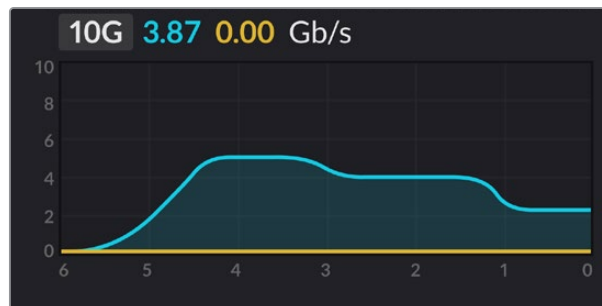
User Activity Panel

This panel shows all connected users and their data being synced. For example, the panel identifies the user and the speed of their connection. Read and write activity is displayed together with a continuously updating graph with a 60 second activity history.



Data Rate Graphs

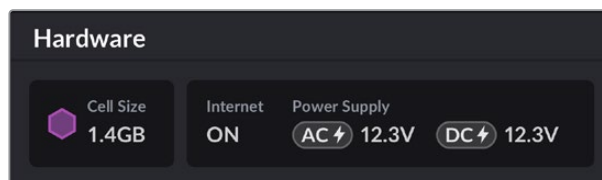
The data rate graphs display the read and write data rate over a 6 second period. Orange information represents data being written and blue represents data being read.



Hardware Panel

This panel displays the cell size for each sector on the storage map.

USB drives plugged into Blackmagic Cloud Pod will also appear here. The power supply indicators display the status for AV and DC power inputs.



The Internet icon confirms your cloud store is connected to the Internet so syncs can be performed.

Error Messages

This section shows the different error messages that may appear in the hardware panel and what they represent.

Sync Errors	
No Internet	Check that your Internet is connected.
You have been logged out of Dropbox	This may appear when Dropbox has been connected for a long period of time and has automatically disconnected. All you need to do is log back into your Dropbox account using the cloud sync settings in the Blackmagic Cloud Store Setup utility.
Cannot connect to Dropbox server	This can appear if there is a problem with your Internet connection. Check that your Internet is connected and your network settings are correct.
Invalid Dropbox login information	This may happen if your credentials have been changed for your Dropbox account. To solve this error, simply log back into your Dropbox account using the Blackmagic Cloud Store Setup utility.
Disk is full	Your cloud store's internal storage is full and you will need to delete files to make room.
Storage is full	Your Dropbox account has run out of space and you will need to delete some files to make space to enable syncs.
Cannot find Dropbox sync folder	This can happen when the sync folder on Dropbox has been deleted or renamed.
Set to read only	Your cloud store has been set to read only mode. Disable read only mode using the setup utility.

Disk Errors	
Disk Error Unable to connect to drive in USB-C DISK 1	The USB disk plugged into port 1 is not formatted using exFAT or HFS formats. You can format the disk using a Mac or Windows computer. Refer to the 'formatting USB drives' section.
No Local Drive Attached Connect drive via USB-C	This will appear if there is no USB drive plugged into Blackmagic Cloud Pod.
Disk Failure Replace disk 1	Blackmagic Cloud Store Mini has 4 internal disks in a RAID format and in the rare event a disk fails, an error message will report the disk number. The example shows that disk 1 has failed and needs to be replaced.
Disk Requires Format Format disk via Cloud Store Setup	After replacing a disk in Blackmagic Cloud Store Mini you will be prompted to format the disk using the Blackmagic Cloud Store Setup utility.
Disk Failure Replace disk B5	In Blackmagic Cloud Store, the internal storage disks are arranged in banks. In the rare event a disk fails, this error will identify the bank and slot number.
Disk Requires Rebuild Rebuild disk via Cloud Store Setup	After replacing a disk in Blackmagic Cloud Store, rebuild the disk array using the Blackmagic Cloud Store Setup settings. This will recover the RAID so you can continue working without losing data.
Disk Error Unable to connect to drive in USB-C BACKUP	This will appear if the USB drive plugged into the backup connector has not been formatted using exFAT or HFS formats. Refer to the 'formatting USB drives' section for more information.

Ejecting your Cloud Store

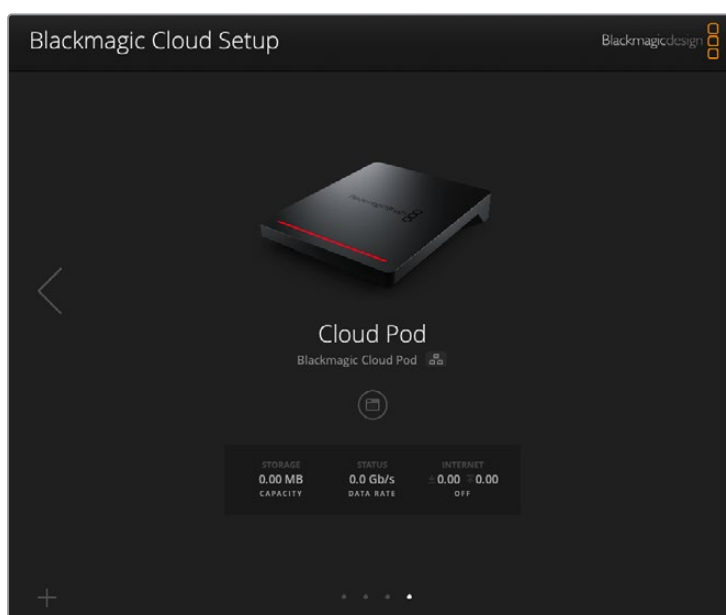
You can eject the Blackmagic Cloud Store the same way you would eject a USB drive on your computer's operating system. For example, once you have started writing and reading files on a Mac, an 'eject' icon will appear next to the Blackmagic Cloud Store's name in the Finder sidebar. Simply click on the eject icon and your cloud store will be ejected. This makes sure no new files are written and you can safely remove the drive.

If there are multiple users accessing the drive on your network and you need to power the unit down, or disconnect from the network, it's important that each user ejects the Blackmagic Cloud Store from their computer.

Blackmagic Cloud Store Setup

The Blackmagic Cloud Store Setup utility contains all the settings for your Blackmagic Cloud Store including naming the unit and updating the internal software.

Download the latest Blackmagic Cloud Store software from the Blackmagic Design Support Centre at: www.blackmagicdesign.com/support



Home Screen

The home screen is the primary page you will see when you launch the software. All connected Blackmagic Cloud Store units on your network are accessible and if you have more than one unit connected, you can select the desired unit by clicking on the left or right arrows.

The indicators at the bottom of the home screen display the total storage capacity, amount of space used, the network connection status, plus the current maximum data rate.

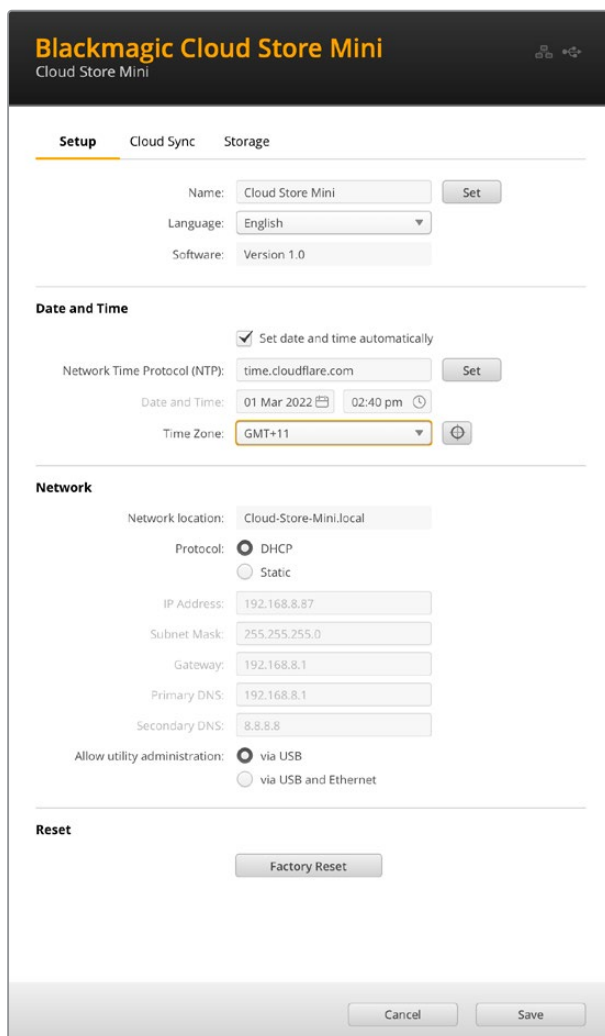
The icons near the unit's name indicate when the unit is connected to your computer via Ethernet or USB. Click on the settings icon to open the settings for your cloud store.

Settings

The settings in Blackmagic Cloud Store Setup are arranged in three tabs. These include 'setup', 'cloud sync' and 'storage'.

Setup

Setup settings let you change the name of your cloud store, set the date and time, change network settings and displays the current version of your cloud store's internal software.



Name

Naming your Blackmagic Cloud Store is helpful if you have more than one unit connected to your network and you need to identify them individually.

Language

Use the language setting to change the language used on the HDMI monitor output.

Software

Displays the current version of your cloud store's internal software.

Date and Time

You can set your Blackmagic Cloud Store's date and time automatically using network time protocol.

To set the date and time automatically using network time protocol select the checkbox. This will use the default Google NTP server, but you can also set it manually.

To set the date and time manually, deselect the checkbox and use the contextual menus. Clicking the location icon will automatically set the time zone to match your computer's.

Network Settings

Blackmagic Cloud Store can connect to the network using a static IP address or by using DHCP.

DHCP will automatically set an IP address for your cloud store and connect to the network without the need to change any settings.

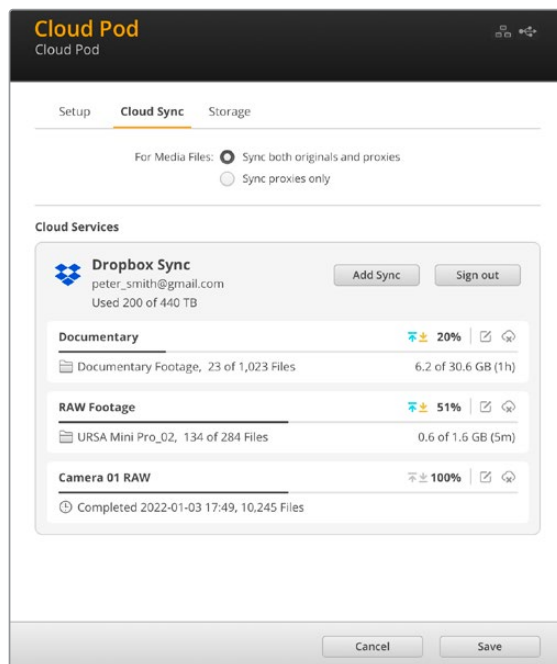
The dynamic host configuration protocol, or DHCP, is a service on network servers and routers that automatically finds your Blackmagic Cloud Store and assigns an IP address. DHCP makes it easy to connect equipment via Ethernet and make sure that IP addresses do not conflict with each other. Most computers and network switches support DHCP.

Select static IP if you want to set the IP address yourself, simply set the protocol setting to 'static IP' and change the IP settings manually. A static IP address is one that won't change even if your Blackmagic Cloud Store is rebooted.

Using a static IP address might be necessary if you are connecting to a corporate network. If you have a network administrator, it's possible your network might have custom IP addresses for all the equipment connected to it. It's best to check with your network administrator if they are managing your computers and network in your company.

Allow utility administration

Enabling the 'via USB' setting removes the risk of anyone on the network making accidental settings changes by limiting control to the computer the unit is connected to via USB.



Cloud Sync

Use the cloud sync settings to add syncs and set how the Proxy Generator application syncs proxy files. The Proxy Generator application is installed when you install the Blackmagic Cloud Store software.

Media Files

These two radio buttons let you decide whether to sync both proxy and original files, or to only sync proxy files.

For more information refer to the 'Proxy Generator' section in this manual.

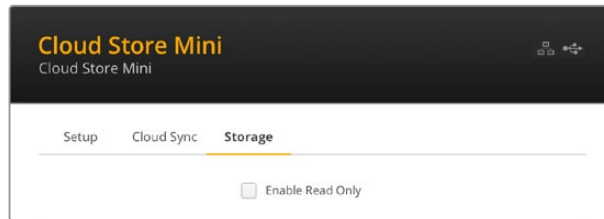
Cloud Services

Use the cloud services pane to sign into Dropbox and add Dropbox syncs.

Storage

Enable Read Only

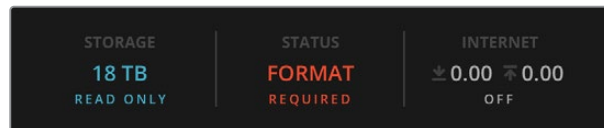
The storage settings include a checkbox to enable read only and a factory reset button. When the storage requires formatting, a format indicator will appear.



Check this option to set your Blackmagic Cloud Store's storage to 'read only'. When enabled, no additional files can be written to the drive.

Format

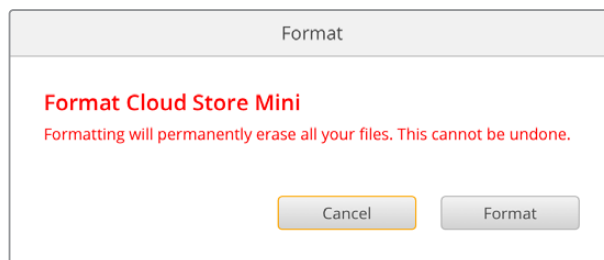
Occasionally, it may be necessary to format your Blackmagic Cloud Store's internal storage. Your cloud store will let you know when formatting is required by displaying a 'format required' message on the home page.



It's worth noting that formatting the internal storage will delete all files stored on the drive. We recommend copying them to another drive before formatting.

To format the internal storage:

- 1 Click the 'format drive' button and then click 'format'.
- 2 In the first confirmation dialog box, click the 'format' button.



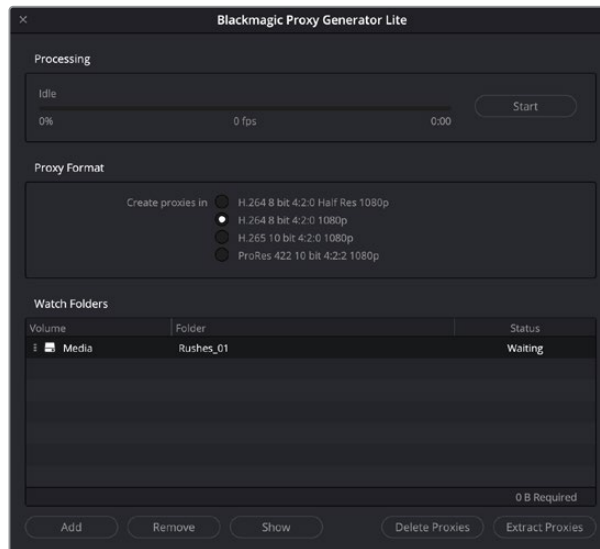
- 3 A second dialog box will ask you to confirm your selection. Click 'erase' to start the formatting process, or click 'stop' to exit without formatting.
- 4 A percentage indicator will display the formatting progress.

Factory Reset

The factory reset button lets you restore your Blackmagic Cloud Store to its factory default state. Any files that you have stored on the unit will not be changed.

Proxy Generator

Proxy Generator is an application that automatically generates proxy files for source files located in watch folders. A watch folder can be any folder on your cloud store or disk connected to your computer. All you need to do is tell Proxy Generator where the watch folders are, click 'start', then the application runs in the background while you work.



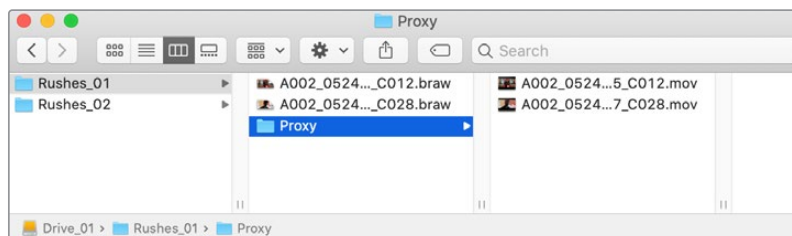
Set your watch folder and proxy format and when new files are added to the watch folder, proxy files will be automatically generated

The Blackmagic Proxy Generator is included with DaVinci Resolve Studio, but there is a lite version that's included with the cloud store products. The difference is the Blackmagic Proxy Generator included with DaVinci Resolve Studio includes all the camera codecs that DaVinci Resolve Studio supports.

However due to licensing limitations, the Blackmagic Proxy Generator Lite included with the Blackmagic Cloud Store products uses the codecs built into your computer's operating system. This means on Windows, ProRes proxies are disabled. Plus other formats could be disabled unless the HEVC video extensions download is purchased from Microsoft.

Adding Watch Folders

A watch folder is constantly monitored by the application and when new files are added to that folder, proxy files are created and saved in a subfolder named 'proxy'.

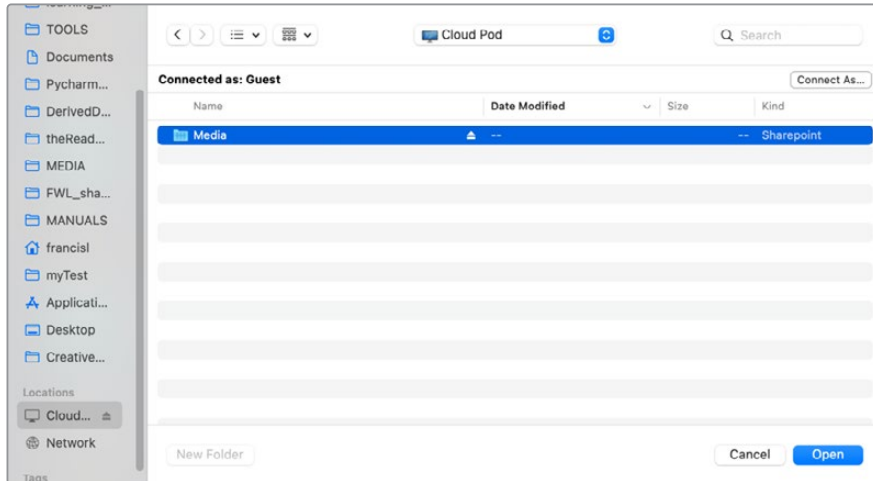


Proxy files will be saved in a 'proxy' subfolder automatically created in your watch folder

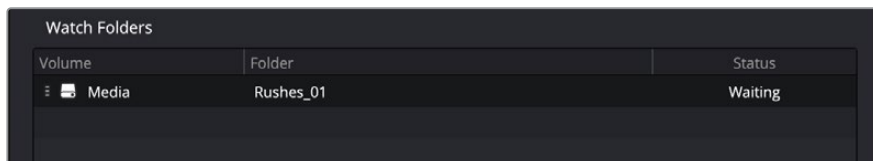
You can add as many watch folders as you want, but it is important there is enough free storage space to store both the original media files and the new proxy files.

When launching Proxy Generator for the first time, the application will automatically prompt you to add a watch folder.

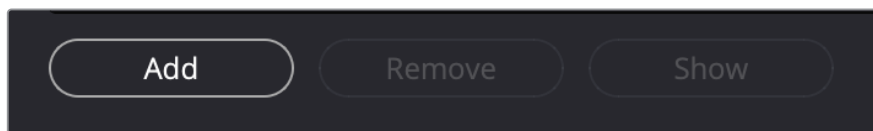
- 1 Locate an existing folder and click 'open', or create a new one by clicking 'new folder'.



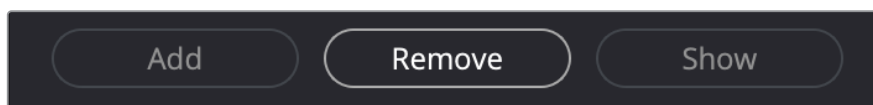
- 2 After the folder has been selected or created, it will appear in the 'watch folders' pane.



- 3 Add additional watch folders by clicking the 'add' button. You can also drag and drop folders into the watch folders pane.



To remove a watch folder, select the folder in the list and click on the 'remove' button.

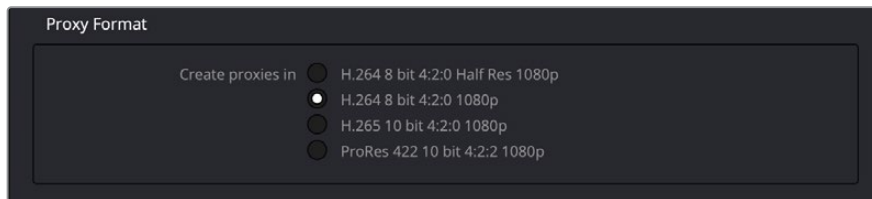


TIP Click the 'show' button to open the watch folder in your computer's file browser.

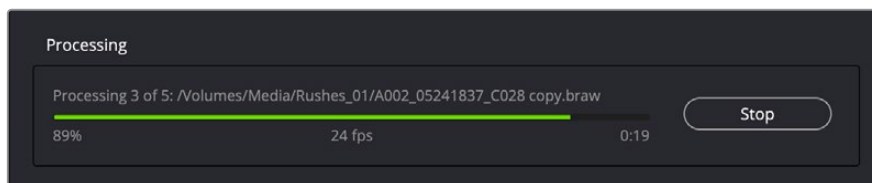
You can observe the status of all your watch folders and change their order of priority by dragging and dropping them into different positions. The information beneath your watch folders list displays how much storage space is required to store the proxy files.

Setting the Format

Set the proxy file codec and format you want to use by clicking on the appropriate radio button. You can choose H264, H265 and Apple ProRes codecs.



All you need to do now is click the 'start' button in the processing pane. If you want to stop the process at any time, just click the 'stop' button.



Managing Proxy Files

There are two options available to help manage your proxy files once processing has been stopped.

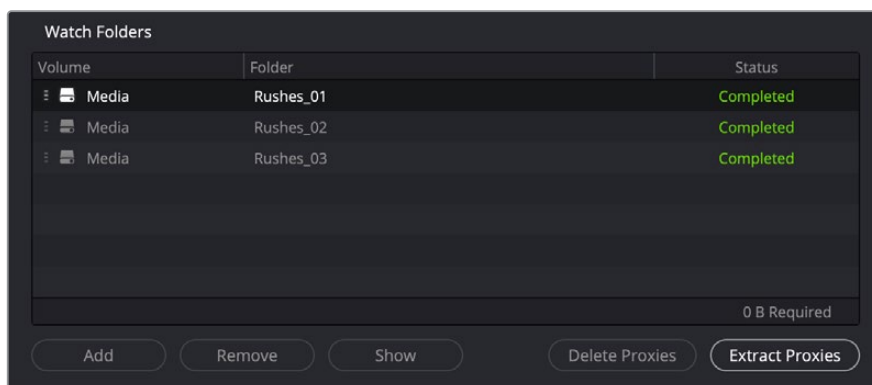
Delete Proxies

This option deletes all proxy files and the proxy folder from the selected watch folders.

Extract Proxies

This option copies all proxy files from the selected watch folders to a new destination. The following instructions show how to extract proxy files.

- 1 In the watch folders pane, click on the folder that contains the proxy files that you want to extract and then click 'extract proxies'.



- 2 Select a location to copy your proxy files to and click 'open'. A progress bar displays the extraction process.

Formatting USB Drives

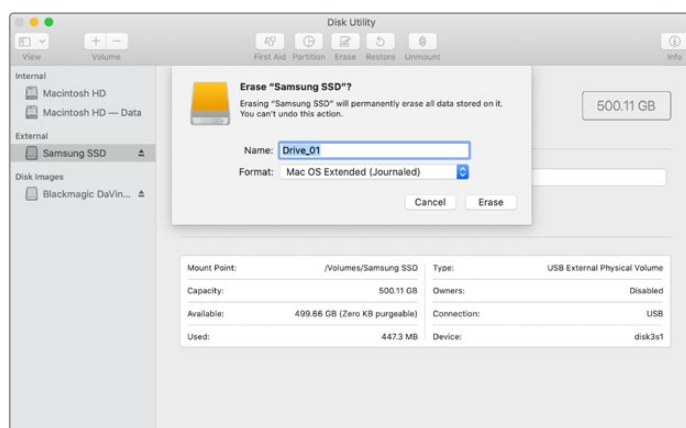
When using a disk with the Blackmagic Cloud Pod, it needs to be formatted in HFS+ or ExFAT. Most disks come as NTFS format, but the disk needs to be reformatted to work with the cloud pod. This section explains how to format disks on your computer.

Formatting Drives on a Mac

The Disk Utility application included with Mac can format a drive in the HFS+ or ExFat formats. HFS+ is also known as Mac OS Extended which includes a journaling feature that helps the drive recover if it has a problem.

Make sure you back up anything important from your drive as you will lose everything on it when it is formatted.

- 1 Connect a USB drive to your computer and dismiss any message offering to use it for Time Machine backups.
- 2 Go to applications/utilities and launch Disk Utility.
- 3 Click on the disk icon of your USB drive and then click the erase tab.
- 4 Set the format to Mac OS Extended or ExFat.
- 5 Type a name for the new volume and then click erase. Your media will quickly be formatted and made ready for use with Cloud Pod.



Formatting Drives in Windows

The format dialog box can format a drive in the ExFat format on a Windows PC. Make sure you back up anything important from your USB drive as you will lose everything on it when it is formatted.

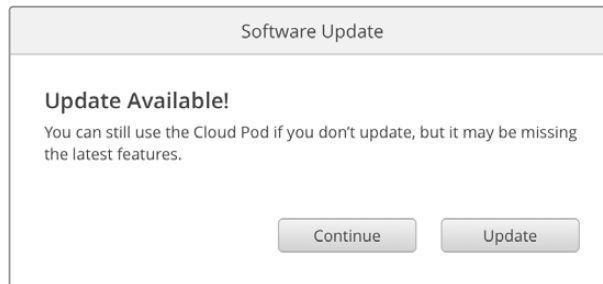
- 1 Connect a USB drive to your computer.
- 2 Open the start menu or start screen and choose 'computer'. Right-click on your USB drive.
- 3 From the contextual menu, choose format.
- 4 Set the file system to ExFat and the allocation unit size to 128 kilobytes.
- 5 Type a volume label, select quick format and click Start.
- 6 Your media will quickly be formatted and made ready for use with your Blackmagic Cloud Store.

Updating the Internal Software

To update your Blackmagic Cloud Store, first connect the unit to your computer via USB. Download the latest version of Blackmagic Cloud Store software from the Blackmagic Design support center at www.blackmagicdesign.com/support

When you launch Blackmagic Cloud Store Setup the software will automatically detect the current software version installed on your cloud store and will prompt you to update.

Click on 'update' and follow the on screen instructions to complete the update process.



After installing the latest Blackmagic Cloud Store software on your computer, an update prompt will appear in Blackmagic Cloud Store Setup the next time you plug in the unit via USB

Help

Getting Help

The fastest way to obtain help is to go to the Blackmagic Design online support pages and check the latest support material available for your Blackmagic Cloud Pod and Blackmagic Cloud Store Mini.

Blackmagic Design Online Support Pages

The latest manual, software and support notes can be found at the Blackmagic Design support center at www.blackmagicdesign.com/support.

Blackmagic Design Forum

The Blackmagic Design forum on our website is a helpful resource you can visit for more information and creative ideas. This can also be a faster way of getting help as there may already be answers you can find from other experienced users and Blackmagic Design staff which will keep you moving forward. You can visit the forum at <https://forum.blackmagicdesign.com>

Contacting Blackmagic Design Support

If you can't find the help you need in our support material or on the forum, please use the "Send us an email" button on the support page to email a support request. Alternatively, click on the "Find your local support team" button on the support page and call your nearest Blackmagic Design support office.

Checking the Software Version Currently Installed

To check which version of Blackmagic Cloud Store software is installed on your computer, open the About Blackmagic Cloud Store Setup window.

- On Mac OS, open Blackmagic Cloud Store Setup from the Applications folder. Select About Blackmagic Cloud Store Setup from the application menu to reveal the version number.
- On Windows, open Blackmagic Cloud Store Setup utility from your Start menu or Start Screen. Click on the Help menu and select About Blackmagic Cloud Store Setup to reveal the version number.

How to Get the Latest Software Updates

After checking the version of Blackmagic Cloud Store Setup software installed on your computer, please visit the Blackmagic Design support center at www.blackmagicdesign.com/support to check for the latest updates. While it is usually a good idea to run the latest updates, it is wise to avoid updating any software if you are in the middle of an important project.

Regulatory Notices

Disposal of Waste of Electrical and Electronic Equipment Within the European Union.



The symbol on the product indicates that this equipment must not be disposed of with other waste materials. In order to dispose of your waste equipment, it must be handed over to a designated collection point for recycling. 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 equipment for recycling, please contact your local city recycling office or the dealer from whom you purchased the product.

Class B Product



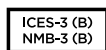
NOTE: The equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures.

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to 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.



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ISED Canada Statement



This device complies with Innovation, Science and Economic Development Canada standards for Class B Digital apparatus.

Any modifications or use of this product outside its intended use could void compliance to these standards.

Connection to HDMI interfaces must be made with high quality shielded HDMI cables.

Safety Information

For protection against electric shock, the equipment must be connected to a mains socket outlet with a protective earth connection. In case of doubt contact a qualified electrician.

To reduce the risk of electric shock, do not expose this equipment to dripping or splashing.

Product is suitable for use in tropical locations with an ambient temperature of up to 40°C.

Ensure that adequate ventilation is provided around the product and that it is not restricted.

When rack mounting, ensure that the ventilation is not restricted by adjacent equipment.

No operator serviceable parts inside product. Refer servicing to your local Blackmagic Design service center.



For Cloud Store Mini, use only at altitudes not more than 4000m above sea level.

State of California statement

This product can expose you to chemicals such as trace amounts of polybrominated biphenyls within plastic parts, which is known to the state of California to cause cancer and birth defects or other reproductive harm.

For more information go to www.P65Warnings.ca.gov.

Warranty

12 Month Limited Warranty

Blackmagic Design warrants that this product will be free from defects in materials and workmanship for a period of 12 months from the date of purchase. If a product proves to be defective during this warranty period, Blackmagic Design, at its option, either will repair the defective product without charge for parts and labor, or will provide a replacement in exchange for the defective product.

In order to obtain service under this warranty, you the Customer, must notify Blackmagic Design of the defect before the expiration of the warranty period and make suitable arrangements for the performance of service. The Customer shall be responsible for packaging and shipping the defective product to a designated service center nominated by Blackmagic Design, with shipping charges pre paid. Customer shall be responsible for paying all shipping charges, insurance, duties, taxes, and any other charges for products returned to us for any reason.

This warranty shall not apply to any defect, failure or damage caused by improper use or improper or inadequate maintenance and care. Blackmagic Design shall not be obligated to furnish service under this warranty: a) to repair damage resulting from attempts by personnel other than Blackmagic Design representatives to install, repair or service the product, b) to repair damage resulting from improper use or connection to incompatible equipment, c) to repair any damage or malfunction caused by the use of non Blackmagic Design parts or supplies, or d) to service a product that has been modified or integrated with other products when the effect of such a modification or integration increases the time or difficulty of servicing the product. THIS WARRANTY IS GIVEN BY BLACKMAGIC DESIGN IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED. BLACKMAGIC DESIGN AND ITS VENDORS DISCLAIM ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. BLACKMAGIC DESIGN'S RESPONSIBILITY TO REPAIR OR REPLACE DEFECTIVE PRODUCTS IS THE WHOLE AND EXCLUSIVE REMEDY PROVIDED TO THE CUSTOMER FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES IRRESPECTIVE OF WHETHER BLACKMAGIC DESIGN OR THE VENDOR HAS ADVANCE NOTICE OF THE POSSIBILITY OF SUCH DAMAGES. BLACKMAGIC DESIGN IS NOT LIABLE FOR ANY ILLEGAL USE OF EQUIPMENT BY CUSTOMER. BLACKMAGIC IS NOT LIABLE FOR ANY DAMAGES RESULTING FROM USE OF THIS PRODUCT. USER OPERATES THIS PRODUCT AT OWN RISK.

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