

Guarantee

THE MCINTOSH GUARANTEE

McIntosh

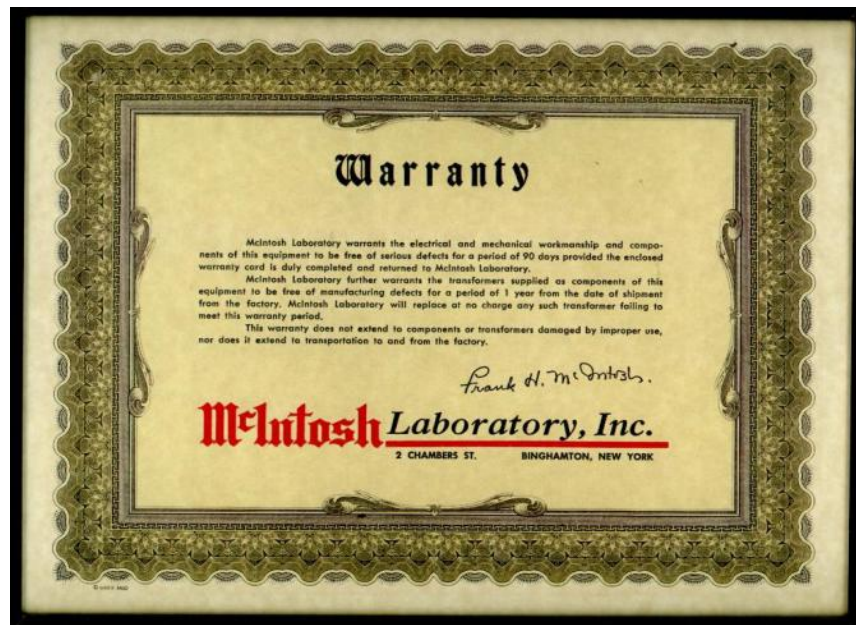
The Compendium

There has been some confusion about the McIntosh "**Guarantee**", "**Performance Guarantee**", "**Warranty**" and "**Service Contract**".

Initially, the **Guarantee** covered the performance of the unit as well as workmanship and defects for 90 days (1 year on the transformer):

The **C-4** [54-59] Preamp and **MC30** [54-62] & **MC60**[55-61] Power Amplifiers:

"We guarantee the performance of this equipment and the mechanical and electrical workmanship to be free of serious defects for a period of 90 days. This guarantee does not extend to components damaged by improper use nor does it extend to transportation to and from the factory."



As McIntosh transitioned to Solid-State, the **Guarantee** began to cover the specifications and descriptions of the units as advertised as well as the standard 90 day **Guarantee** for workmanship and defects:

"McIntosh Laboratory guarantees this equipment to perform as advertised. We also guarantee the mechanical and electrical workmanship and components of this equipment to be free of defects for a period of 90 days from date of purchase. This guarantee does not extend to components damaged by improper use nor does it extend to transportation to and from the factory."

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In addition to the standard 90 day **Guarantee**, in the late 1950's and early 1960's, the offer of a free Three Year **Service Contract** was made:

C-11[61-63] **C20** [59-63] & **C22** [63-72] Preamps, **MR67** [63-69] Tuner, **MC240** [60-69] Power Amplifier, & **MX110** [62-69] Tuner/Pre-Amp:

"An application for a FREE 3-YEAR FACTORY SERVICE CONTRACT is included in the pocket in the back cover of this manual. The FREE 3-YEAR FACTORY SERVICE CONTRACT will be issued by McIntosh Laboratory upon receipt of the completely filled out application form. The term of this contract is defined in the 3-year factory service contract. If the application is not mailed to McIntosh Laboratory, only the services offered under the standard guarantee will apply on this equipment."

SERVICE

In the event it is necessary to return your equipment to McIntosh Laboratory please fill in the attached postpaid service card. You will help us to give you the fastest service possible if the information is filled out and the card mailed to us when you ship the equipment. Be sure to fill out a different tag for each piece of equipment.

Carefully pack the equipment in the original carton. If the original carton is not available please write "Customer Service" at McIntosh Laboratory for another. The carton is designed to permit shipment of the equipment with greatest safety and insure against damage in transportation.

The guarantee service at McIntosh Laboratory covers all parts and labor exclusive of tubes, fuses, and transportation to and from our laboratory. Return the equipment to us with transportation charges paid. It will be returned with return transportation charges collect.

MODEL No. _____ SERIAL No. _____ SERVICE CONTRACT No. _____

DATE _____ YOUR PHONE NUMBER _____

REASON FOR RETURN _____

NAME _____

ADDRESS _____

CITY _____ ZIP CODE _____

McIntosh LABORATORY INC. 2 Chambers St., Binghamton, N. Y. 13903


032-038

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PERMIT NO. 676
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McIntosh LABORATORY INC.
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Binghamton, N. Y. 13903



In the late 1960's and early 1970's an expansion and clarification of the **Service Contract** terms was made:

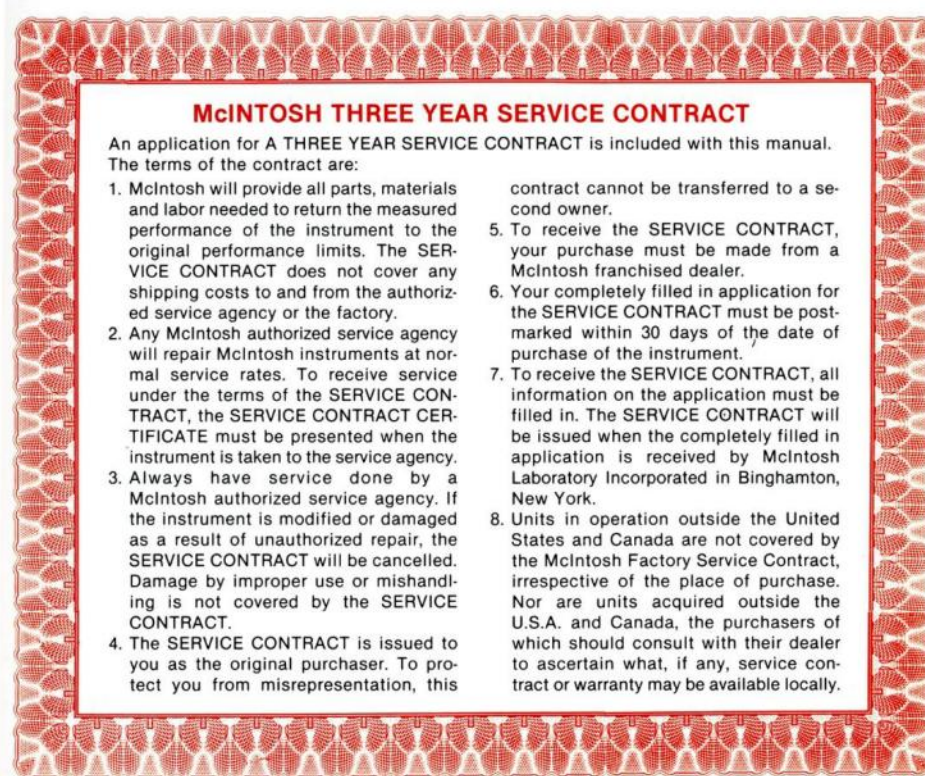
C26 [68-78] Preamp, **MR71** [63-72] Tuner & **MC2105** [67-78] Power amplifier:

"THREE YEAR SERVICE CONTRACT An application for a FREE THREE YEAR SERVICE CONTRACT is included with this manual specifying the limitations of the Service Contract.

The terms of the contract are:

1. McIntosh will provide all parts, materials and labor needed to return the measured performance of the instrument to the original performance limits free of any charge. The SERVICE CONTRACT does not cover any shipping costs to and from the authorized service agency or the factory.
2. Any McIntosh authorized service agency will repair all McIntosh instruments at normal service rates. To receive the free service under the terms of the SERVICE CONTRACT, the SERVICE CONTRACT CERTIFICATE must accompany the instrument when taken to the service agency.
3. Always have service done by a McIntosh authorized service agency. If the instrument is modified or damaged, as a result of unauthorized repair the SERVICE CONTRACT will be cancelled. Damage by improper use or mishandling is not covered by the SERVICE CONTRACT.
4. The SERVICE CONTRACT is issued to you as the original purchaser. To protect you from misrepresentation this contract cannot be transferred to a second owner.
5. For your protection McIntosh selects only dealers who have technical competence to guide purchasers fairly, and provide service when necessary. To receive the SERVICE CONTRACT you purchase must be made from a McIntosh franchised dealer.
6. Your completely filled in application for a SERVICE CONTRACT must be postmarked within 30 days of the date of purchase of the instrument.
7. To receive the SERVICE CONTRACT all information on the application must be filled in. The SERVICE CONTRACT will be issued when the completely filled in application is received at McIntosh Laboratory Incorporated in Binghamton, New York."

In the late 1970's a further clarification of coverage of the **Service Contract** was made – regarding units used or purchased outside of the U.S.A. and Canada:



In addition to the **Service Contract**, McIntosh also offered their **Performance Guarantee**:

"Your [MC2105] must be capable of performing as advertised or you will get a cash refund of your purchase price."

Other wording over the years: "Performance limits are the maximum deviation from perfection permitted for a McIntosh instrument. We promise you that when you purchase a new [C29] from a McIntosh Franchised dealer it will be capable of performance at or exceeding these limits or you can return the unit and get your money back."

Then: "McIntosh gives you a money-back performance guarantee. We promise you that when you purchase a new McIntosh [MC2205] from a McIntosh franchised dealer, it will be capable of or can be made capable of performance at or exceeding its published performance limits or you return the instrument and get your money back."

Mac Receivers – The **Mac 1500**, **MAC 1700** and **MAC 1900** came with a standard 90 day **Guarantee** and application for a free Two Year **Service Contract**.

As consumer protection laws and regulations regarding Guarantees and Warranties emerged over the years, McIntosh provided a 3 Year Warranty. Submitting a card was not required. You can read the information and limitations on the warranty for current McIntosh products here: [Link](#)

