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S T E I N W A Y L Y N G D O R F

S - SERIES

IN-WALL SERIES

INSTALLATION MANUAL

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**VERSION 2.2**

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## INTRODUCTION

Please read all material carefully prior to installation. If you need additional assistance, contact your Steinway Lyngdorf representative or email [service@steinwaylyngdorf.com](mailto:service@steinwaylyngdorf.com).

## COMPLIANCE

### WEEE

The European Parliament and the Council of the European Union have issued the Waste Electrical and Electronic Equipment Directive. The purpose of the Directive is to prevent waste of electrical and electronic equipment and to promote reuse, recycling, and other forms of waste recovery. Steinway Lyngdorf products and the accessories packed with them are subject to the WEEE Directive. Please dispose of any waste materials in accordance with your local recycling regulations. Products and equipment which must be collected for reuse, recycling, and other forms of recovery are marked with the icon of the crossed-out waste receptacle.



### FCC

Steinway Lyngdorf products and accessories comply with parts 15 and 68 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference; and (2) this device must accept any interference received, including any interference that may cause undesired operation. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. Equipment marketed to a consumer must be capable of complying with the necessary regulations in the configuration in which the equipment is marketed.



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# INSTALLATION MANUAL

## S-15 AND S210

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## UNPACKING

Carefully remove the loudspeaker units and accessories from the carton, and check for shipping damage. Contact both the shipper and your Steinway Lyngdorf representative immediately if products bear any sign of damage. All Steinway Lyngdorf equipment is carefully inspected before leaving our factory. Note: Keep the shipping carton and all packing material for future use or in the unlikely event that products require servicing. If products are shipped without the original packing, damage could occur and void the warranty.

## INVENTORY

Check the list below to ensure that all necessary product components have been delivered. Report all discrepancies to your Steinway Lyngdorf representative immediately.

Delivered with S-15 loudspeaker:

- 1 x S-15 loudspeaker
- 1 x wall bracket
- 4 x washers for wall bracket
- 1 x Torx Allen key
- 4 x rubber pads

Delivered with S-210 boundary woofers:

- 1 x S-210 boundary woofer
- 4 x rubber feet

## POSITIONING OF PRODUCTS

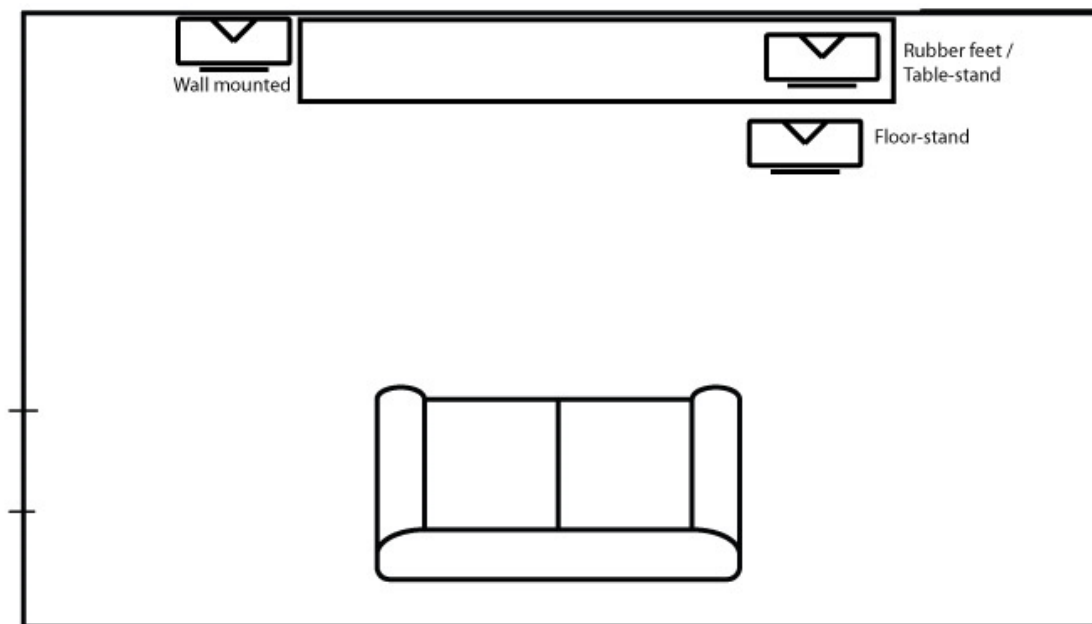
### S-15 Loudspeaker

The recommended height from floor to center of the tweeter in the S-15 is:

- 1m / 3ft. for use as front speakers / stereo speakers
- 1.8m / 6ft. for use as surround speakers

If possible, the wall should be constructed with the positioning of speakers in mind.

Whether placing the S-15 on its rubber feet, the optional table-stand, or the optional floor-stand, we recommend having it parallel to the back wall and as close to the wall as possible.



## S-210 Boundary Woofer

We recommend placing the boundary woofers in a corner position (fig 1). Always place the boundary woofer as close to the wall as possible without touching it.

If a corner placement isn't possible, the boundary woofers must be placed up against a minimum of 1 wall as shown in fig 2. There must be at least 10 cm / 4 in from the driver unit to the wall.

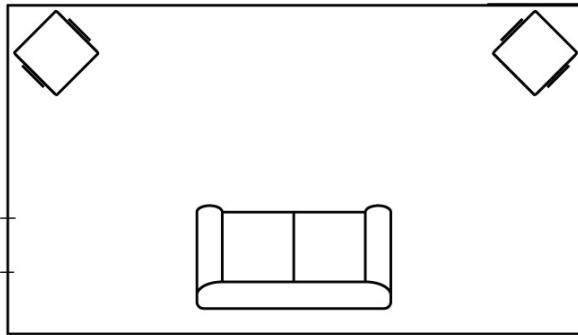


Fig 1.

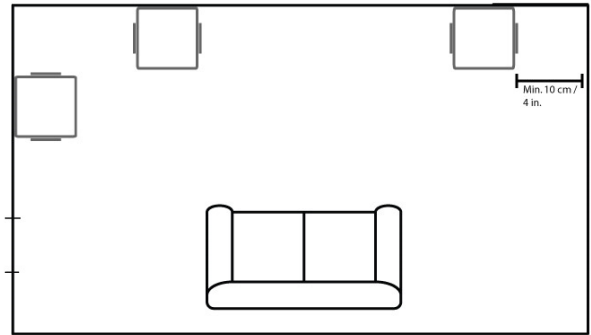


Fig 2.



## MOUNTING BOUNDARY WOOFER FEET

After locating the optimal positions for the boundary woofers, mount the supplied feet to achieve optimal stability. The boundary woofers are not intended to be used without the feet\*.

To mount the feet on the boundary woofers, gently lay the woofer on its back on a soft surface to prevent any damage or scratches.

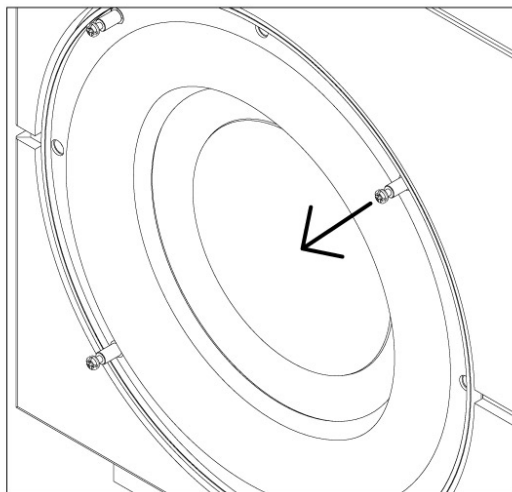
After mounting the feet, gently bring the boundary woofer to its upright position in the selected location. Once upright, adjust the feet to give optimal support.

(\* ) Please note that the feet can leave black marks if the speaker is pushed or dragged.

## BOUNDARY WOOFER FRONT CLOTH

It is possible to remove the boundary woofer front cloth and the screws.

Remove the front cloth by holding it at the edges and pull away from the boundary woofer. Thereafter, the 4 screws can be dismantled.



## S-15 WALL BRACKET

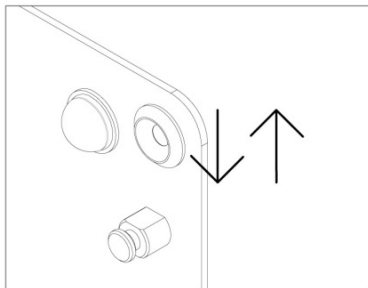
When mounting the wall bracket, make sure the wall and screws can handle the total weight of the bracket and speaker.

Remember to pull speaker wires from the location of the amplifiers to the bottom of the wall bracket.

Place the wall bracket against the wall. It must be placed so the two metal supports are at the top of the bracket.



Make sure the wall bracket is level before fastening it loosely to the wall. Use the 4 x washers for optimal support. The washers also makes it possible to finely adjust the level of the bracket. Adjust the level if necessary and tighten the four screws.



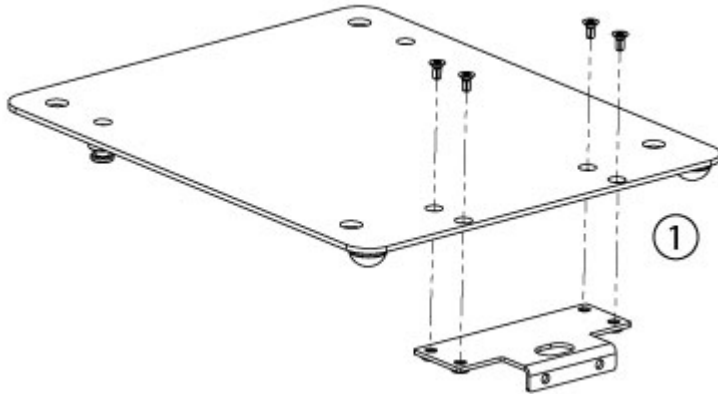
Connect the speaker cable to the speaker in accordance with the connection label on the back of the speaker. Place the speaker on the wall bracket and make sure it is pushed securely onto the two metal supports.

## S-15 ON-CEILING BRACKET

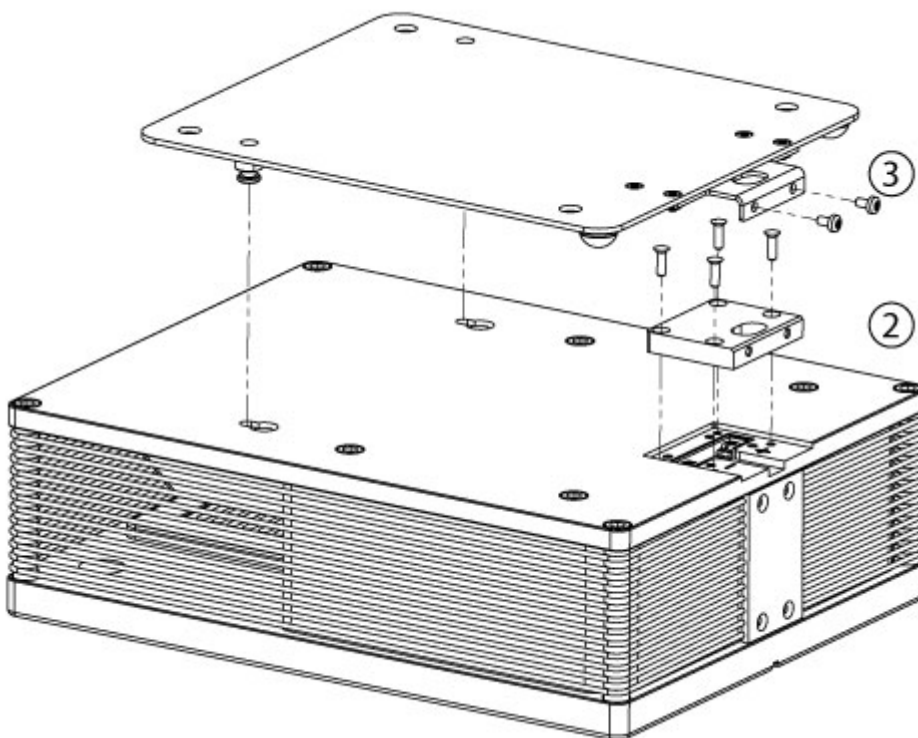
When mounting the on-ceiling bracket, make sure the ceiling and screws can handle the total weight of the bracket and speaker.

Remember to pull speaker wires from the amplifiers to the back of the bracket.

1. Use the four screws to fasten the speaker plate onto the on-ceiling bracket, then mount the in-ceiling bracket to the ceiling.



2. Attach the speaker wires and fasten the small speaker cover to the speaker.
3. Push the S-15 into the two top metal supports on the on-ceiling bracket and fasten it by using the two screws.



## S-15 TABLE STAND (OPTIONAL ACCESSORY)

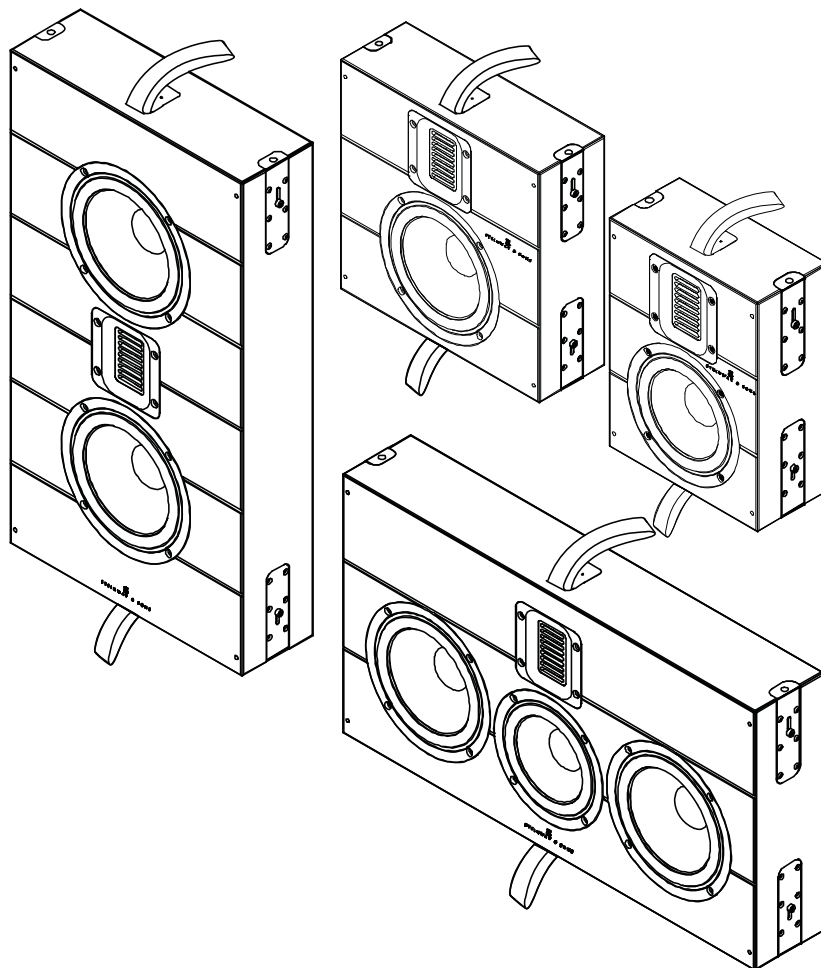
To mount the S-15 table stand:

1. Unscrew the small cover using the included Torx Allen key.
2. Pull the speaker wire through the hole in the table stand.
3. Attach the speaker wire to the speaker terminals.
4. Mount the table stand and fasten it with the screws supplied with the table stand.

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INSTALLATION MANUAL  
IN-WALL SERIES, S-15IW AND S-16IW

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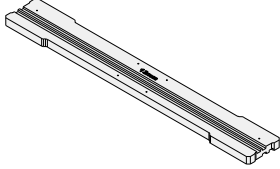
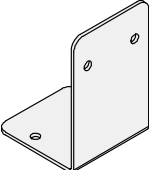
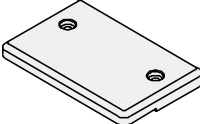
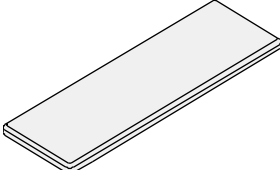

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## UNPACKING

Carefully remove the speaker and accessories from the carton, and check for shipping damage. Contact both the shipper and your Steinway Lyngdorf representative immediately if products bear any sign of damage or if there is a discrepancy in the number of packages received. All Steinway Lyngdorf equipment is carefully inspected before leaving our factory. Note: Keep the shipping carton and all packing material for future use or in the unlikely event that products require servicing. If products are shipped without the original packing, damage could occur and void the warranty.

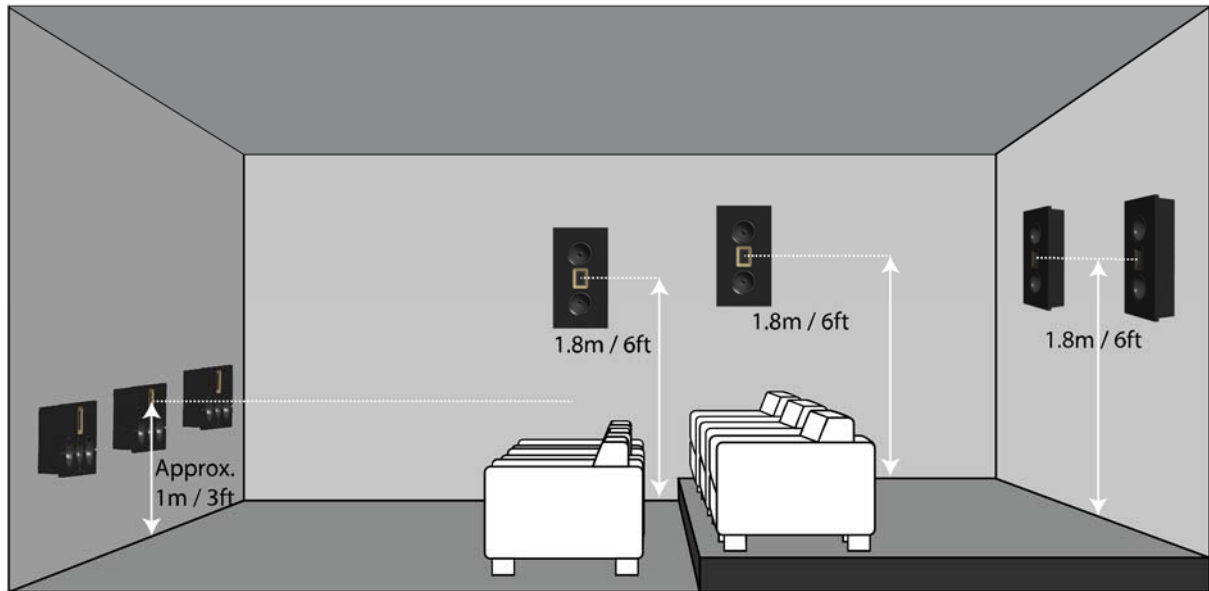
## INVENTORY

Check the list below to ensure that all necessary product components have been delivered. Please report all discrepancies to your Steinway Lyngdorf representative immediately.

 <p>Cutout template</p>	 <p>2mm Allen Key</p>	 <p>2 x Installation Bracket</p>
 <p>4 x Angled Metal Bracket</p>	 <p>Mounting Distance Guide</p>	 <p>2 x 6mm / 1/4in thick distance block</p>
 <p>Screws for Angled Metal Bracket and Mounting Distance Guide</p>		

## POSITIONING OF PRODUCTS

- The center of the front speaker tweeter should be in level with the primary listening position, which is approximately 1m / 3ft depending on the height of the seat.
- Surround and rear speakers tweeter center should be 180cm / 6ft from the floor.



### Model IW-26H

The IW-26H speaker weighs 12.2kg / 26.9lbs. Screws and wall-framing must be able to support this weight.

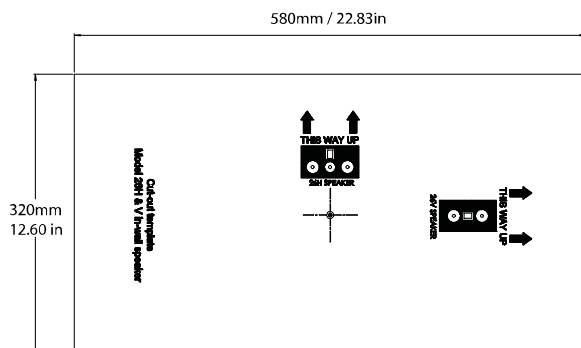
This speaker has screw terminals; please use a Phillips head screwdriver.

Recommended minimum up to 16m / 50ft: AWG 14/4 or 4-lead 2mm<sup>2</sup>.

Recommended minimum from 16m / 50ft and up: AWG 12/4 or 4-lead 3.5mm<sup>2</sup>.

Recommended maximum: AWG 10/4 or 4-lead 5mm<sup>2</sup>.

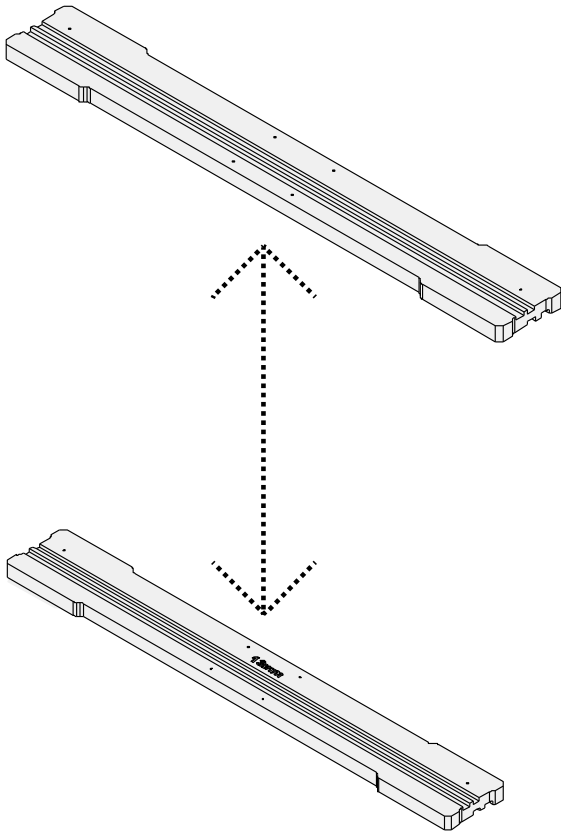
### Cutout Template





## Installation Bracket

The distance between the top and bottom installation bracket must be 324mm / 12.75in.



The width of the installations bracket is 60cm / 26.6in.

## Model IW-26V

The IW-26V speaker weighs 11.3kg / 24.9lbs. Screws and wall framing must be able to support this weight.

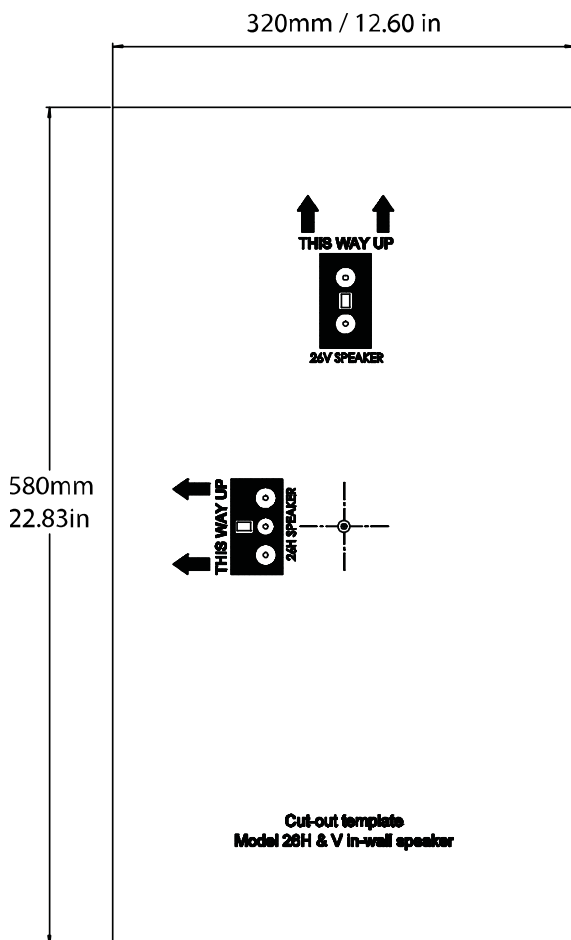
This speaker has screw terminals; please use a Phillips head screwdriver.

Recommended minimum up to 16m / 50ft: AWG 14/2 or 2-lead 2mm<sup>2</sup>

Recommended minimum from 16m / 50ft and up: AWG 12/2 or 2-lead 3.5mm<sup>2</sup>

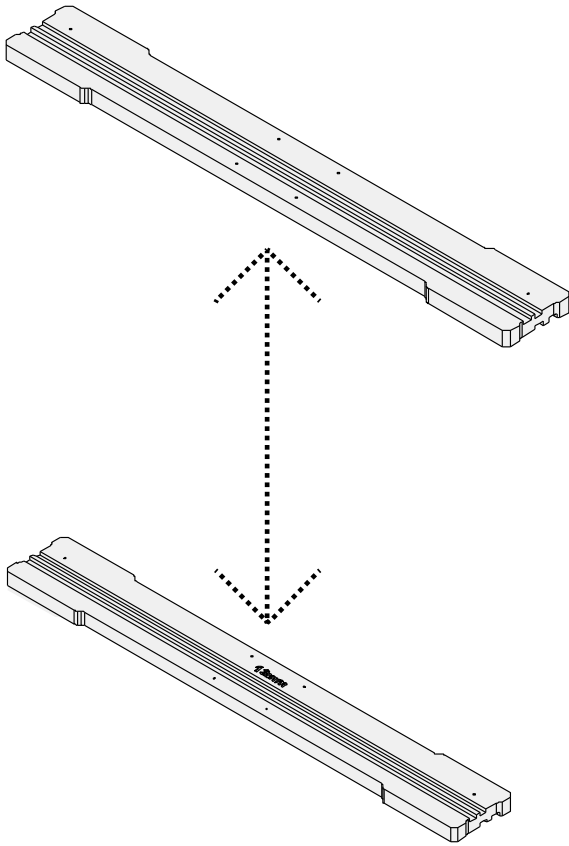
Recommended maximum: Double AWG 10/2 or 2-lead 5mm<sup>2</sup>

## Cutout Template



## Installation Bracket

The distance between the top and bottom installation bracket must be 584mm / 23in.



The width of the installations bracket is 35.5cm / 14in.

## S-15IW

The S-15IW speaker weighs 3.5 kg / 7.7 lbs. Screws and wall-framing must be able to support this weight.

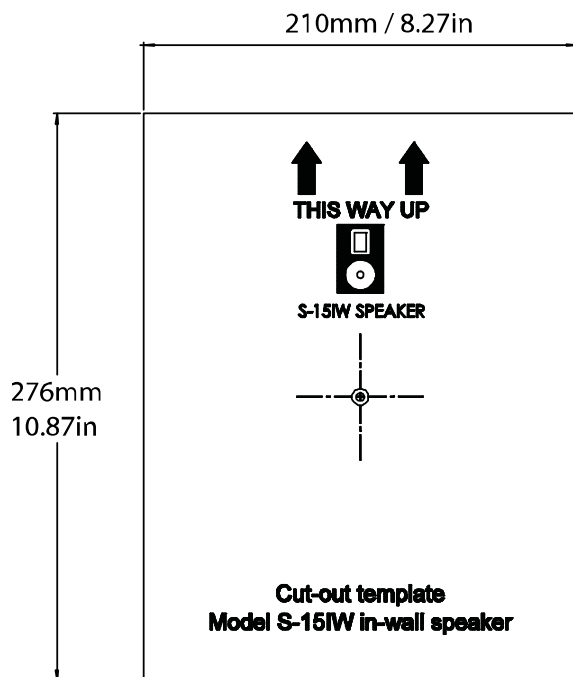
This speaker has screw terminals, please use a Phillips head screwdriver.

Recommended minimum up to 16m / 50ft: AWG 14/2 or 2-lead 2mm<sup>2</sup>

Recommended minimum from 16m / 50ft and up: AWG 12/2 or 2-lead 3.5mm<sup>2</sup>

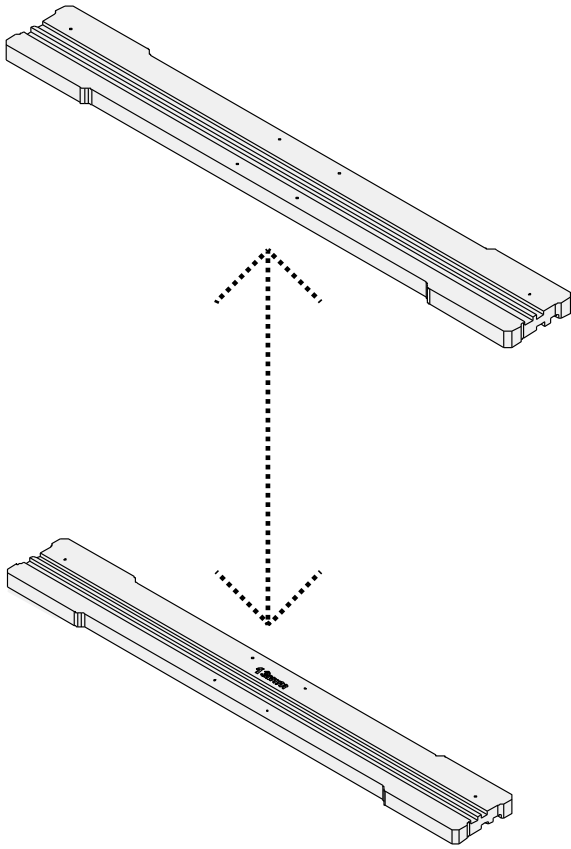
Recommended maximum: Double AWG 10/2 or 2-lead 5mm<sup>2</sup>

## Cutout Template



## Installation Bracket

The distance between the top and bottom installation bracket must be 280mm / 11in.



The width of the installations bracket is 35.5cm / 14in.

## S-16IW

The S-16IW speaker weighs 5.7 kg / 12.6 lbs. Screws and wall-framing must be able to support this weight.

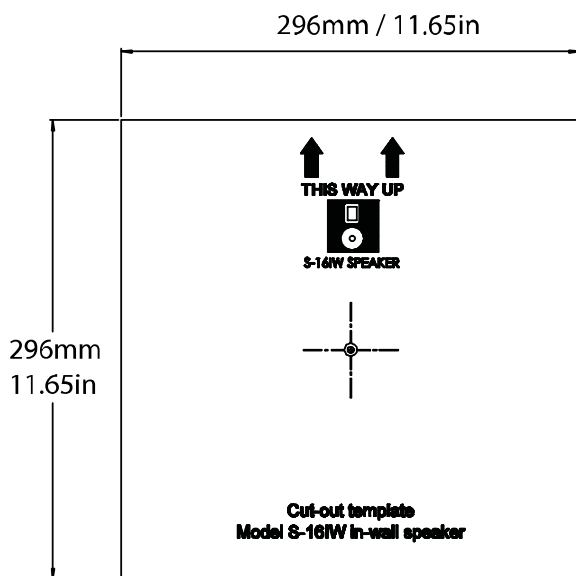
This speaker has screw terminals, please use a Phillips head screwdriver.

Recommended minimum up to 16m / 50ft: AWG 14/2 or 2-lead 2mm<sup>2</sup>

Recommended minimum from 16m / 50ft and up: AWG 12/2 or 2-lead 3.5mm<sup>2</sup>

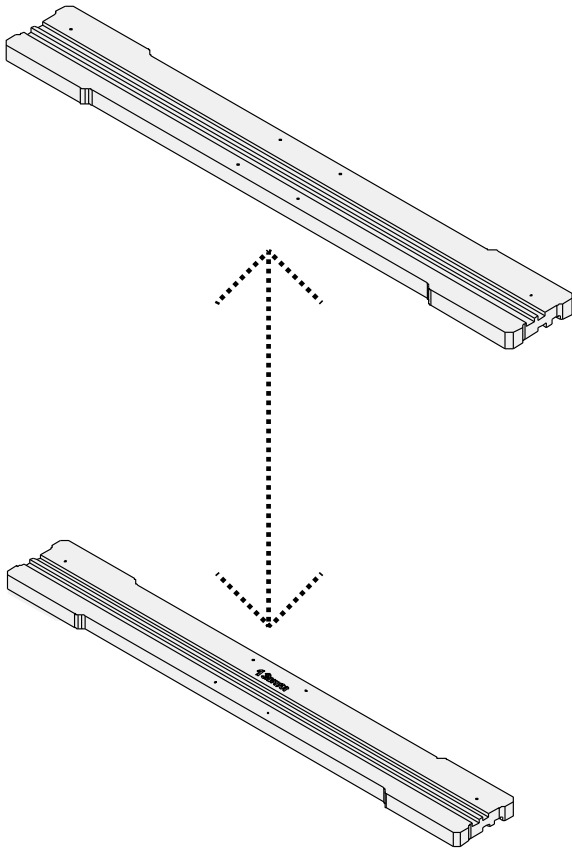
Recommended maximum: Double AWG 10/2 or 2-lead 5mm<sup>2</sup>

## Cutout Template



## Installation Bracket

The distance between the top and bottom installation bracket must be 300mm / 11.8in.



The width of the installations bracket is 35.5cm / 14in.

## USING THE CUTOUT TEMPLATE FOR RETROFIT

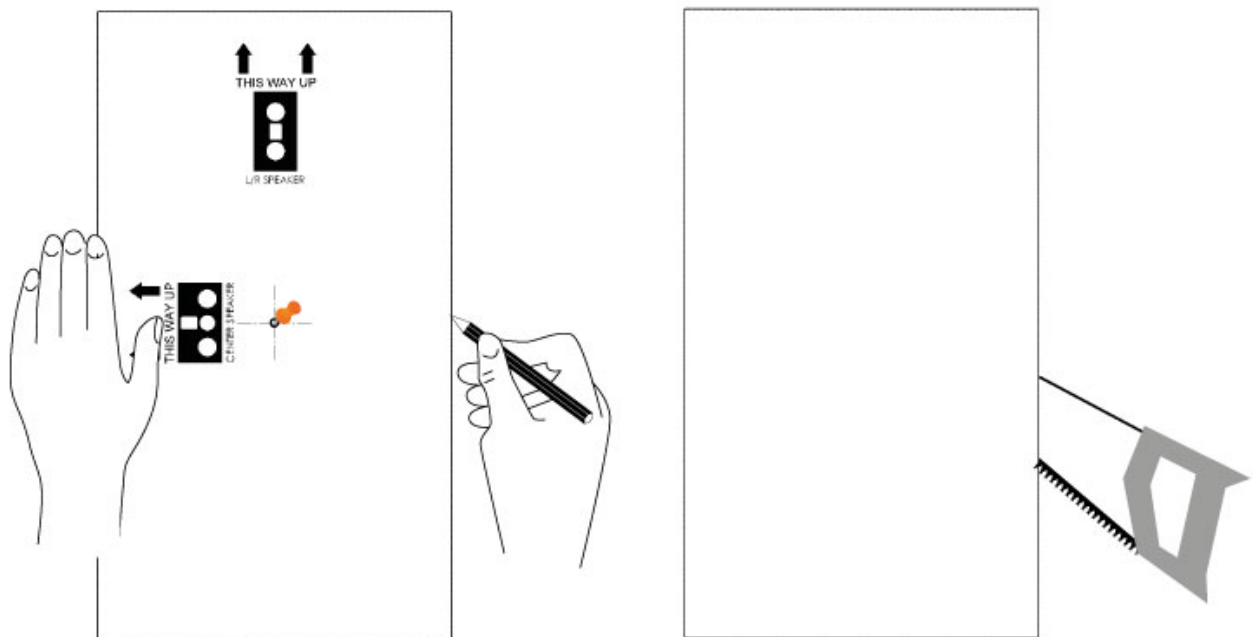
### APPLICATIONS

Unpack the supplied cardboard template and place it against the wall, where the speaker will be installed. Be sure there is ample clearance between the wall studs to allow for the width of the speaker to be properly installed into the cutout. The use of a conventional stud finder can assist in locating the stud locations.

To mount it to the wall, place a pin in the center of the cardboard and make sure it is absolutely level before fastening it to the wall.

Trace the outside of the template to create cutting marks.

Cut out the hole according to the cutting marks.





## SPEAKER INSTALLATION

### **All-in-one 5/8in and 13mm Wall Mounting Bracket**

The mounting bracket is constructed to accommodate four different wall thicknesses:

- 5/8"
- 2 x 5/8"
- 13mm
- 2 x 13mm

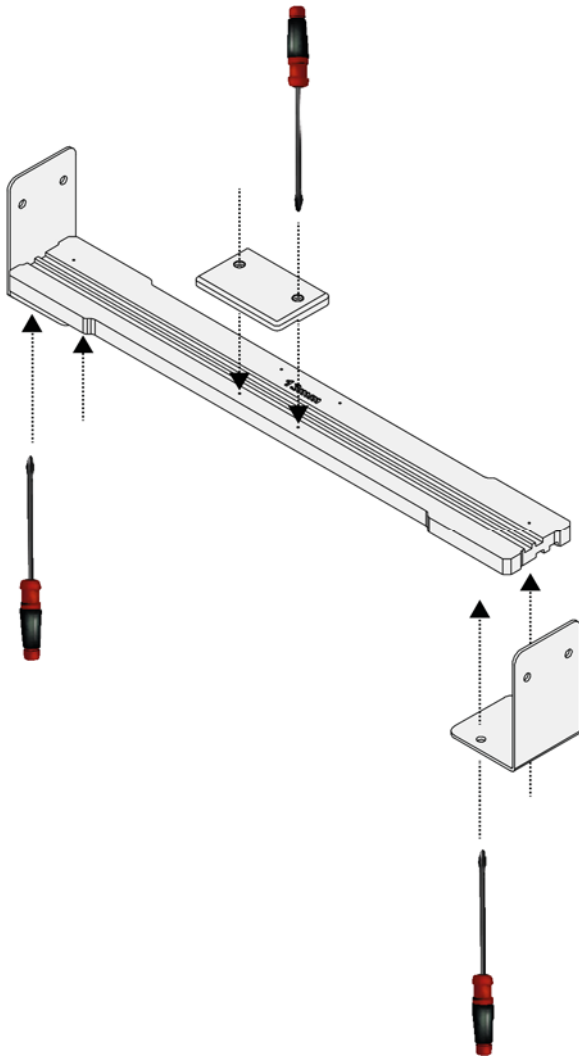
To install the bracket correctly in a 5/8" or 2x5/8" wall, you must be able to read the 5/8" text of the bottom bracket. If installed in a 13/26mm wall, turn the bracket so you are able to see the 13mm text correctly.

The speaker's mounting pins must be installed in the correct groove. If the wall is 5/8" thick, the mounting pins must be placed in the groove farthest away from the surface of the wall. If it is 2 x 5/8" thick, use the groove closest to the surface of the wall.

## Alignment of Speaker

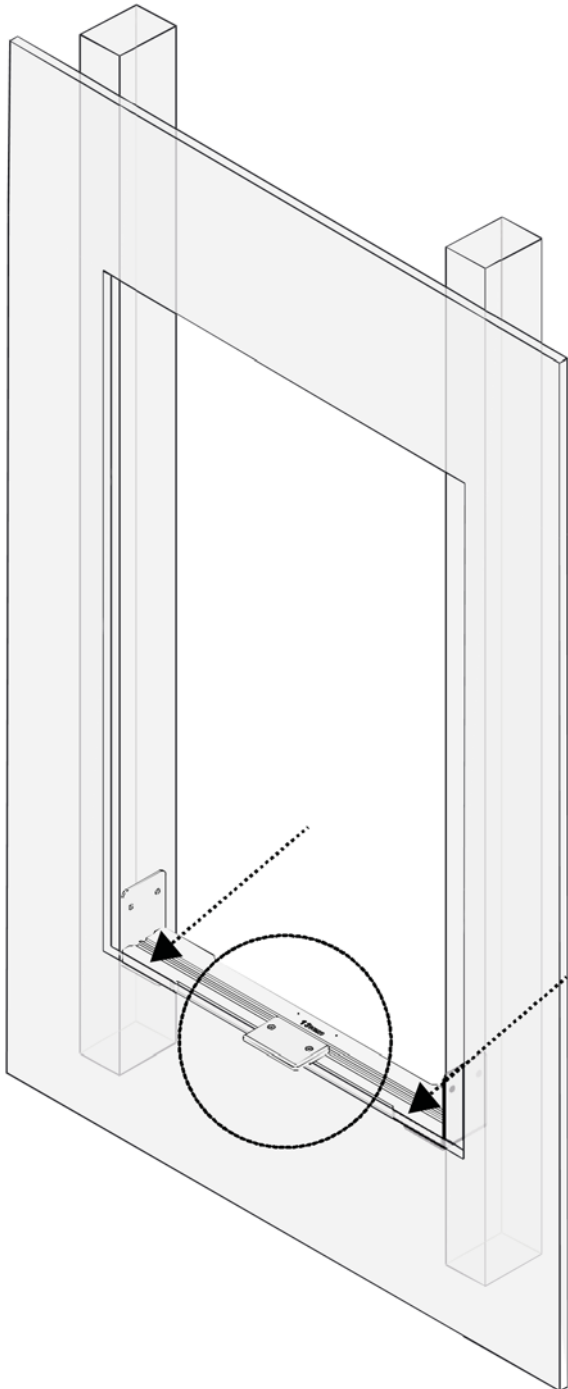
The cutout is designed to be larger than the speaker, and the speaker must be placed in the exact center of the cutout.

Screw the mounting distance block and two angled brackets onto an installation brackets.

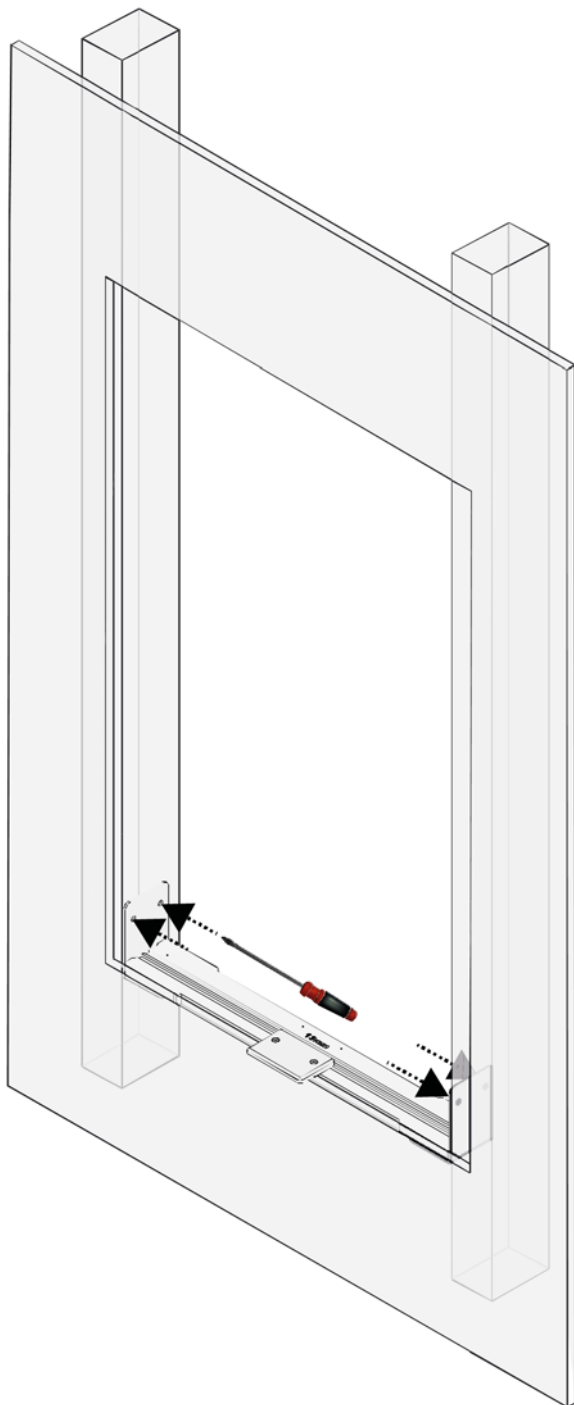


Insert the bottom bracket into the hole and make sure the mounting distance guide is resting on the edge of the cutout flush with the surface of the wall.

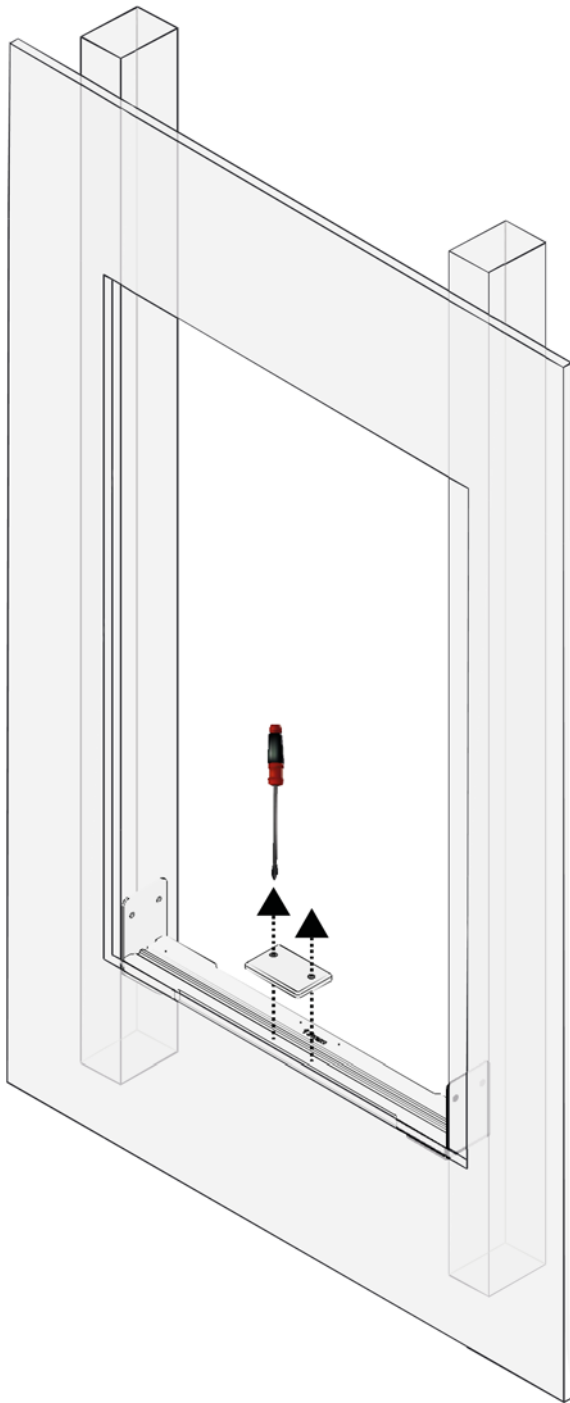
Pull the bracket forward until it sits firmly against the wall.



Screw the bracket securely into the left and right studs. The bracket is intentionally cut slightly shorter than the distance between the studs and the angled brackets will flex when screwed into the studs.

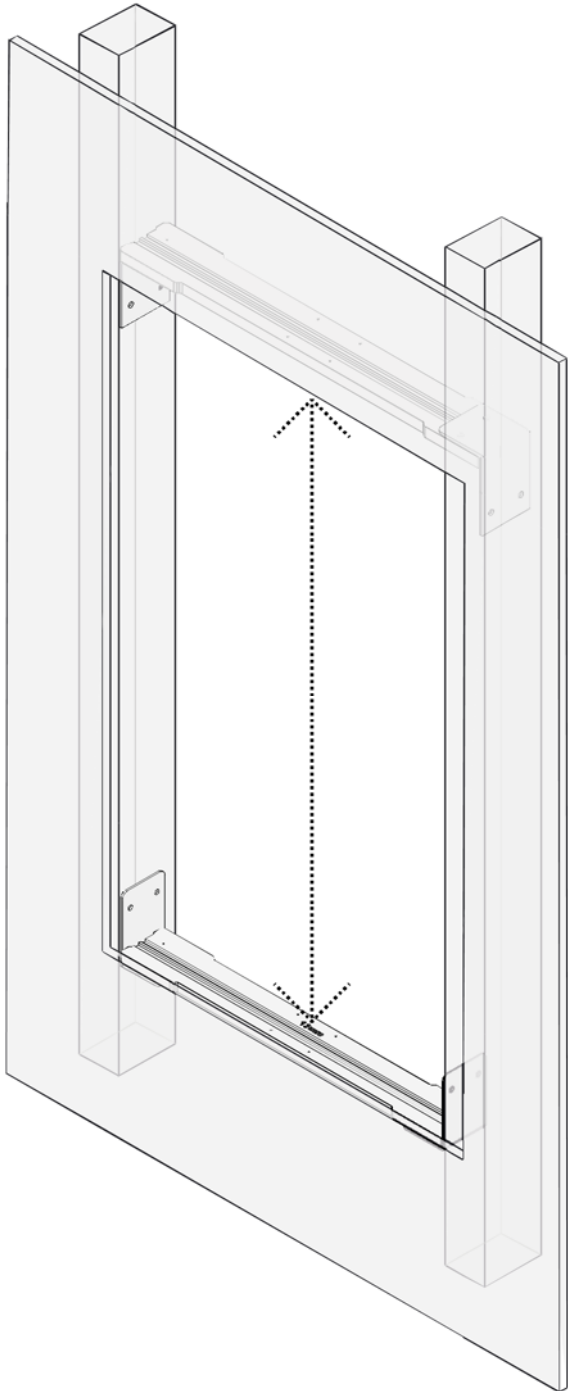


Remove the mounting distance guide.

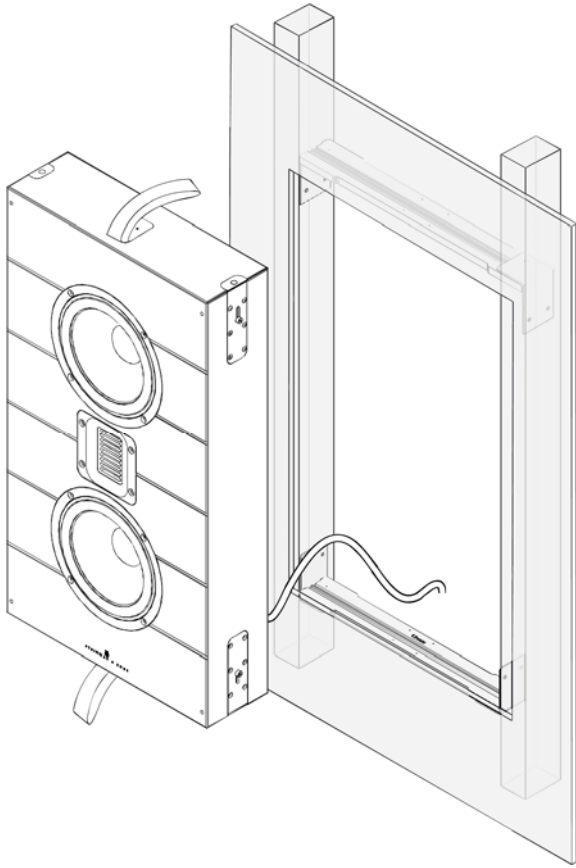


Repeat the above steps to install the top bracket.

Make sure the bracket is facing the correct way. If you can read 13mm or 5/8" on the bottom bracket, turn the top bracket upside down so the same text points downwards.

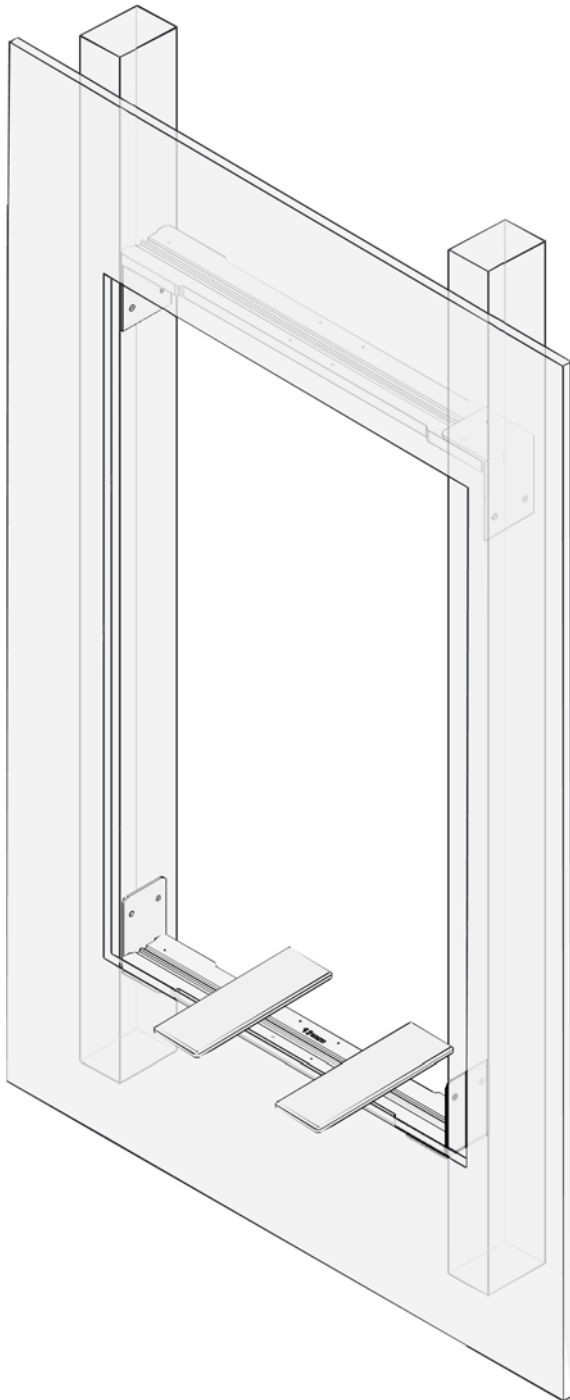


Connect the speaker cable to the speaker.



Lay the two 6mm / 1/4" thick distance blocks on the bottom of the cutout hole.

Place the distance blocks so the speaker strap and mounting pins will not rest on them.



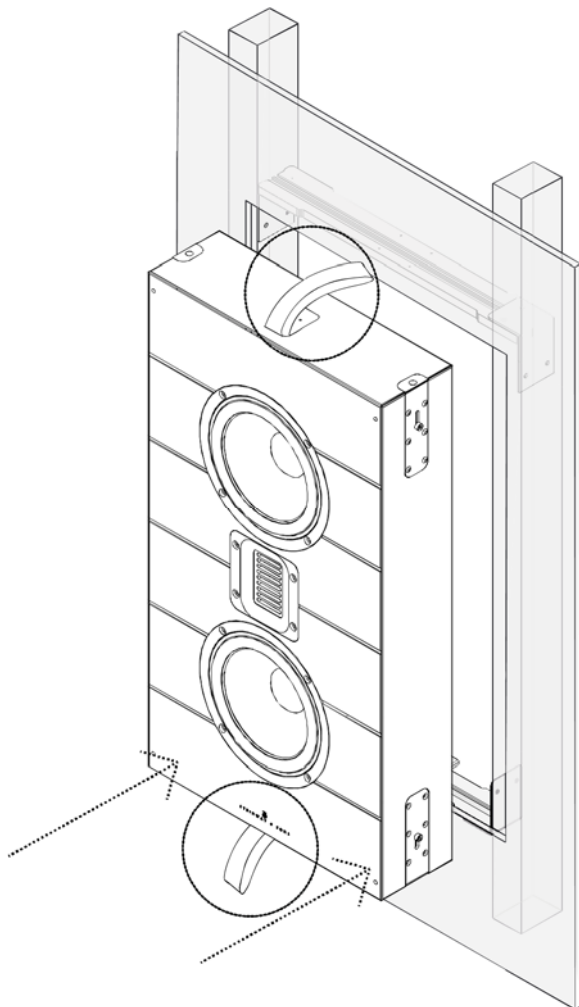


Check that the rubber mounting pins are retracted into the speaker cabinet before installing it.

If the mounting pins are extended from the speaker cabinet, retract them by pressing the levers on the side of the cabinet towards the center of the speaker. While the mounting pins are retracted, insert the supplied Allen Key into the small hole on the front of the cabinet, then tighten the set screws to hold the mounting pins in place.

Place the speaker on the distance blocks and slide it into the cutout hole.

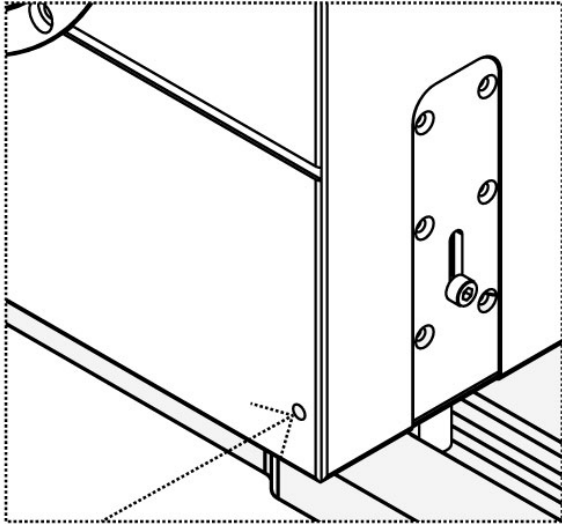
Hold onto the straps to securely hold the speaker in place.



Place the spring released bottom mounting pins above the correct groove.

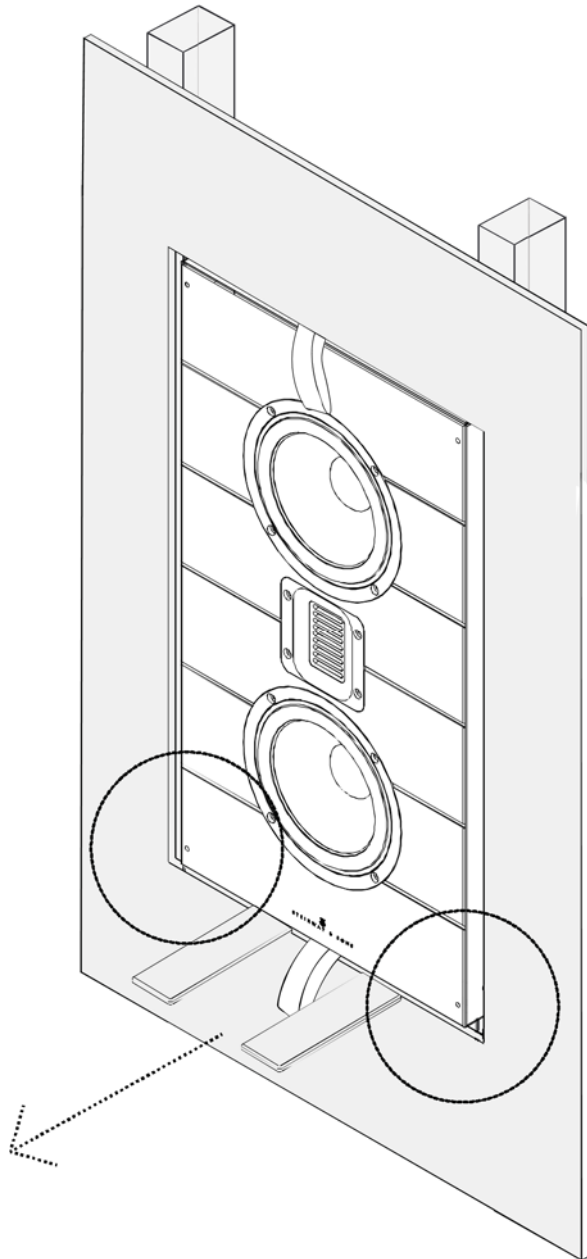
Using the Allen wrench, softly loosen the two bottom screws to release the mounting pins.

Be careful not to unscrew the set screws; stop loosening when the mounting pins pop out.



Make sure the speaker is level, then tighten the bottom set screws to secure the spring-loaded mounting pins.

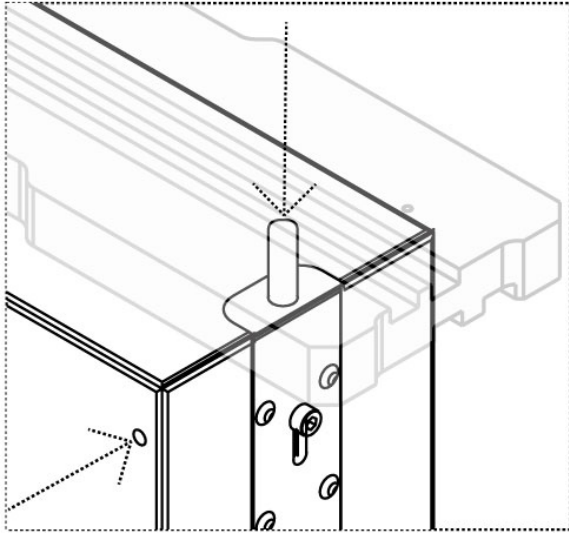
Remove the distance blocks so the speaker rests on the mounting pins.



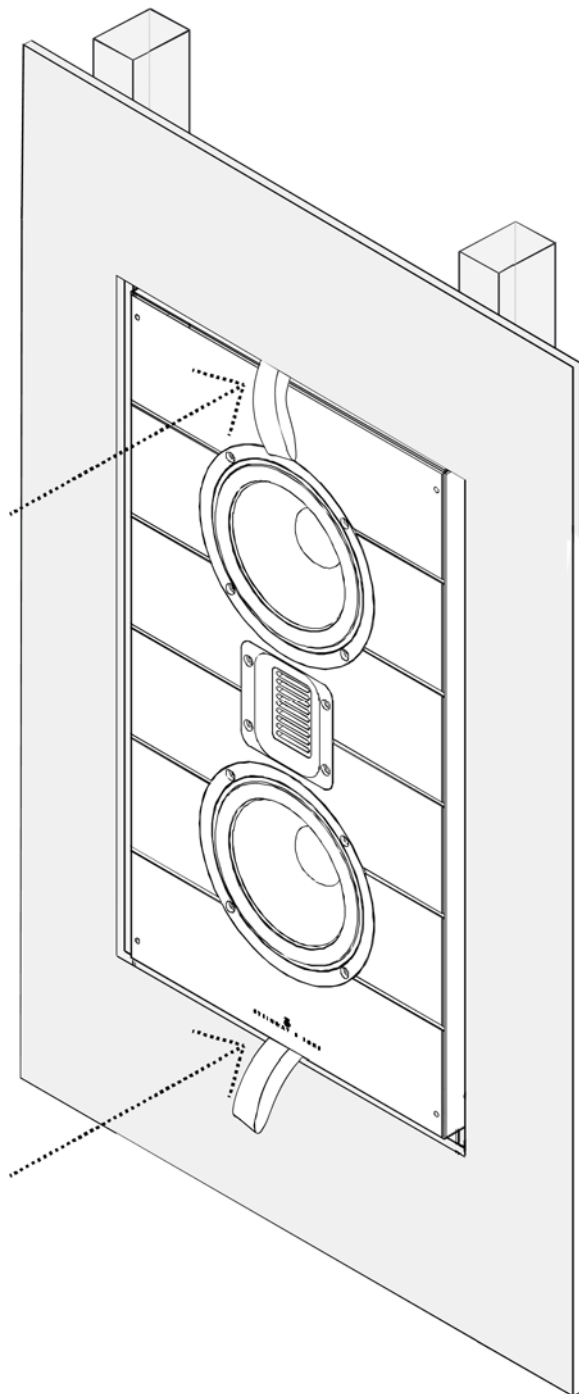
Position the top of the speaker so the mounting pins will be released into the correct groove.

Loosen the two top spring-holding set-screws so the mounting pins are released.

Be careful not to unscrew the set screws, stop loosening when the mounting pins pop out. Do not retighten these again.



Push the straps into the gap between the speaker and wall.

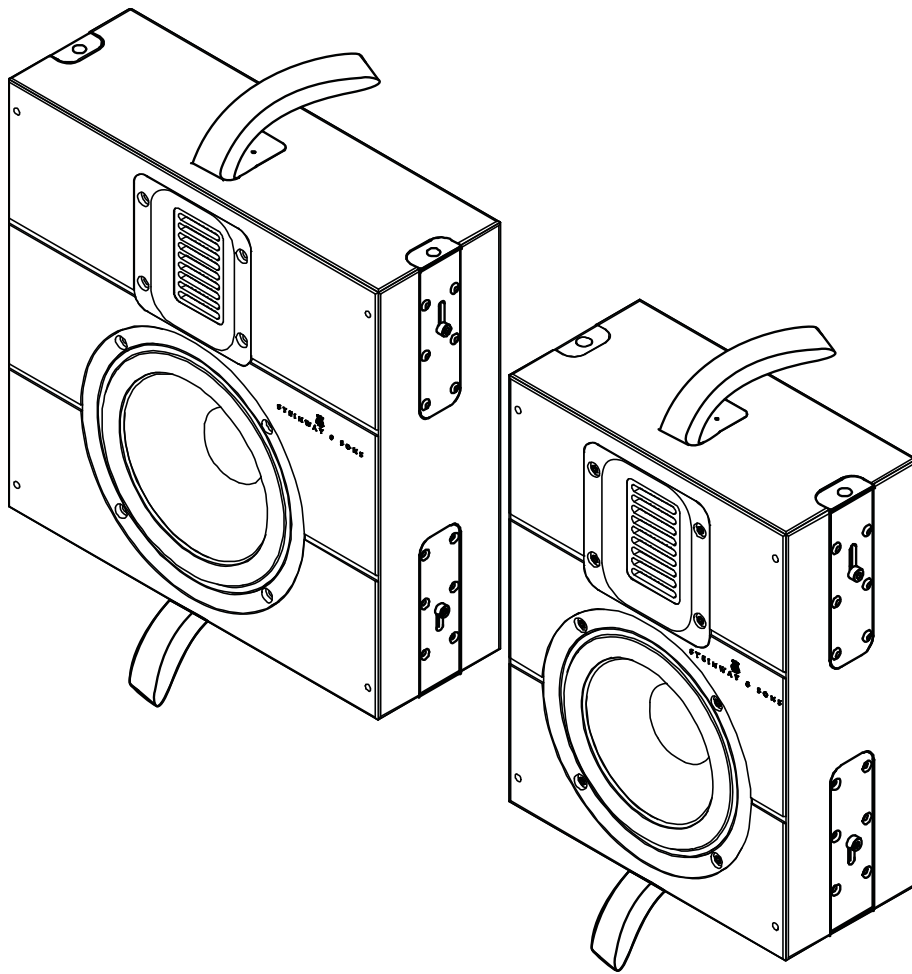


This completes the installation of the speaker.

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INSTALLATION MANUAL  
S-15IW AND S-16IW WITH GRILLS

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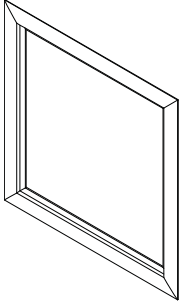
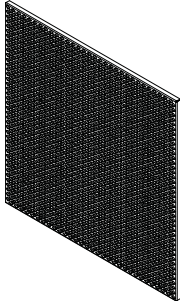
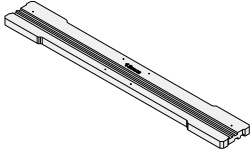
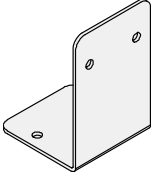
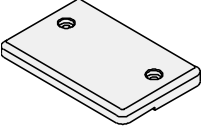
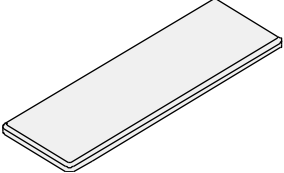



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## UNPACKING

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## INVENTORY

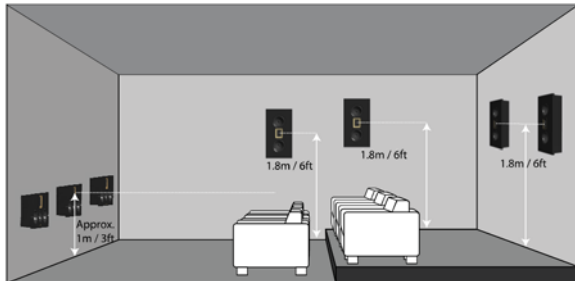
Check the list below to ensure that all necessary product components have been delivered. Please report all discrepancies to your Steinway Lyngdorf representative immediately.

 <p>Frame</p>	 <p>Grill</p>	 <p>2 x Installation Bracket</p>
 <p>4 x Angled Metal Bracket</p>	 <p>Mounting Distance Guide</p>	 <p>2 x 6mm / 1/4in thick distance block</p>
 <p>Screws for Angled Metal Bracket and Mounting Distance Guide</p>	 <p>Screws for frame</p>	 <p>2mm Allen Key</p>



## POSITIONING OF PRODUCTS

- The center of the front speaker tweeter should be in level with the primary listening position, which is approximately 1m / 3ft depending on the height of the seat.
- Surround and rear speakers tweeter center should be 180cm / 6ft from the floor.



## S-15IW

The S-15IW speaker weighs 3.5kg / 7.7lbs. Screws and wall-framing must be able to support this weight.

This speaker has screw terminals; please use a Phillips head screwdriver.

Recommended minimum up to 16m / 50ft: AWG 14/2 or 2-lead 2mm<sup>2</sup>

Recommended minimum from 16m / 50ft and up: AWG 12/2 or 2-lead 3.5mm<sup>2</sup>

Recommended maximum: Double AWG 10/2 or 2-lead 5mm<sup>2</sup>

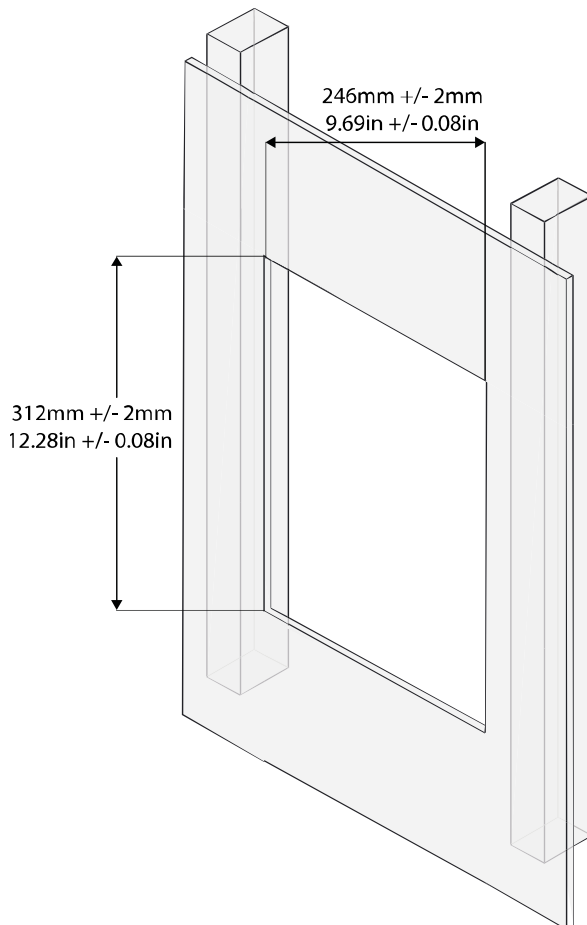
## Cutout Template

The wall cutout must be the following in height:

- 312mm +/- 2mm
- 12.28in +/- 0.08in

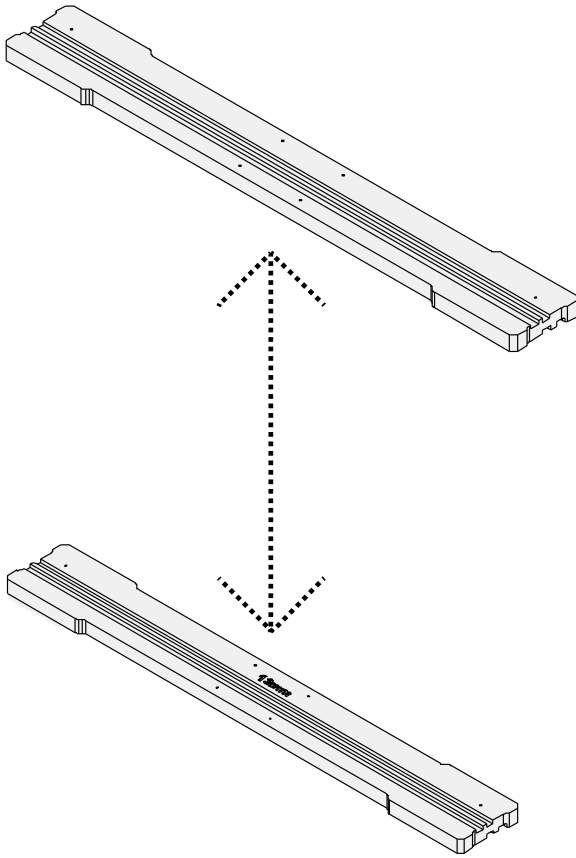
Width:

- 246mm +/- 2mm
- 9.69in +/- 0.08in



## Installation Bracket

The distance between the top and bottom installation bracket must be 280mm / 11in.



The width of the installations bracket is 35.5cm / 14in.

## S-16IW

The S-16IW speaker weighs 5.7kg / 12.6lbs. Screws and wall-framing must be able to support this weight.

This speaker has screw terminals, please use a Phillips head screwdriver.

Recommended minimum up to 16m / 50ft: AWG 14/2 or 2-lead 2mm<sup>2</sup>

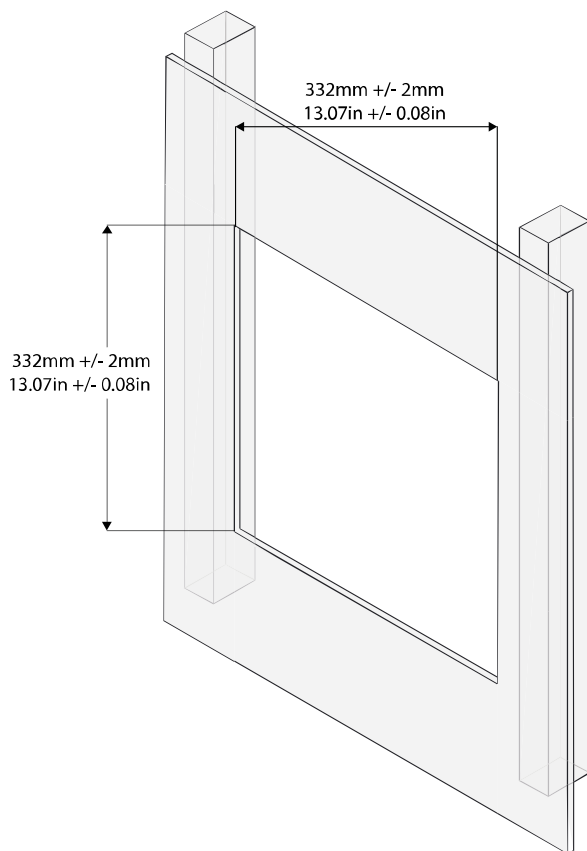
Recommended minimum from 16m / 50ft and up: AWG 12/2 or 2-lead 3.5mm<sup>2</sup>

Recommended maximum: Double AWG 10/2 or 2-lead 5mm<sup>2</sup>

## Cutout Size

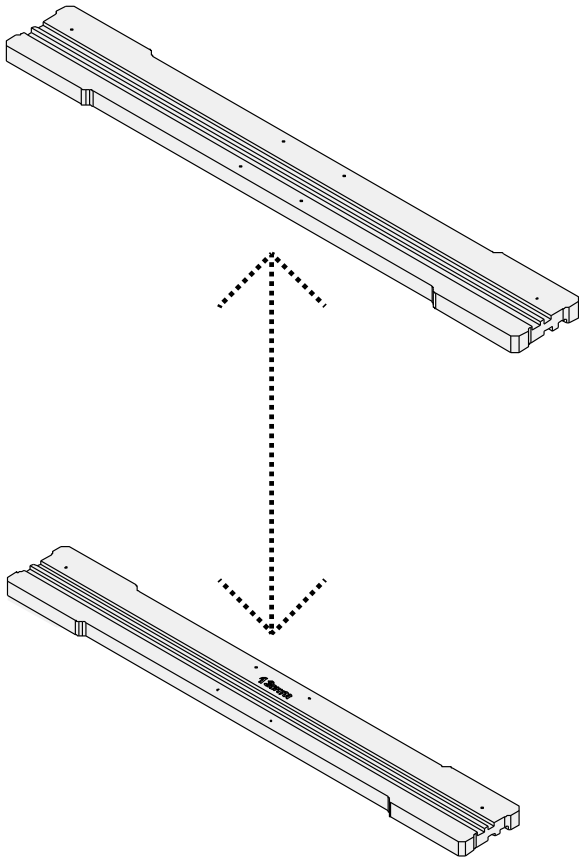
The wall cutout must be the following in height and width:

- 332mm +/- 2mm
- 13.07in +/- 0.08in



## Installation Bracket

The distance between the top and bottom installation bracket must be 300mm / 11.8in.



The width of the installations bracket is 35.5cm / 14in.

## SPEAKER INSTALLATION

### **All-in-one 5/8in and 13mm Wall Mounting Bracket**

The mounting bracket is constructed to accommodate four different wall thicknesses:

- 5/8"
- 2 x 5/8"
- 13mm
- 2 x 13mm

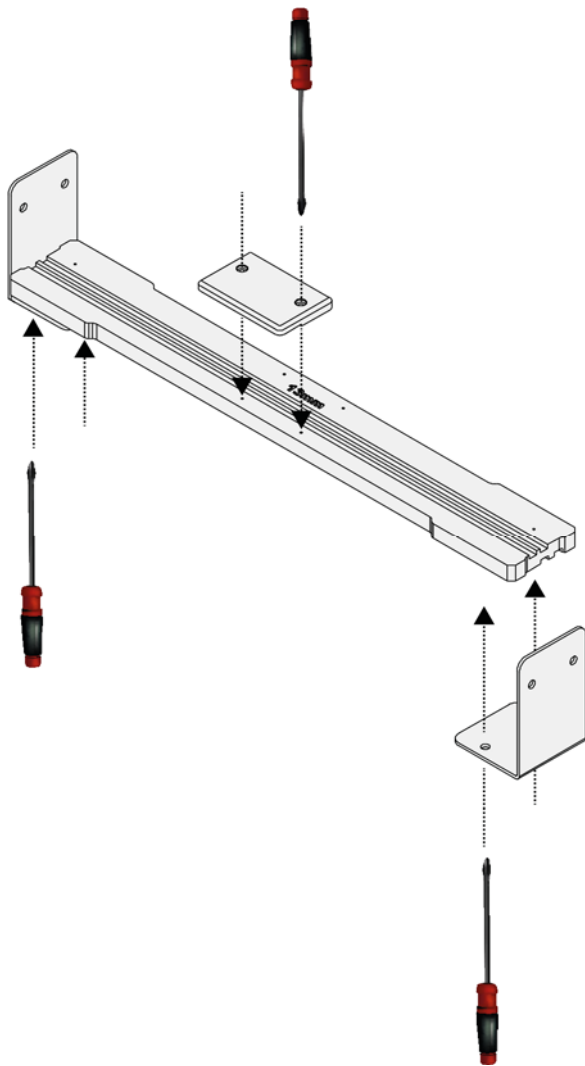
To install the bracket correctly in a 5/8" or 2x5/8" wall you must be able to read the 5/8" text of the bottom bracket. If installed in a 13/26mm wall, turn the bracket so you are able to see the 13mm text correctly.

The speaker's mounting pins must be installed in the correct groove. If the wall is 5/8" thick, the mounting pins must be placed in the groove farthest away from the surface of the wall. If it is 2 x 5/8" thick, use the groove closest to the surface of the wall.

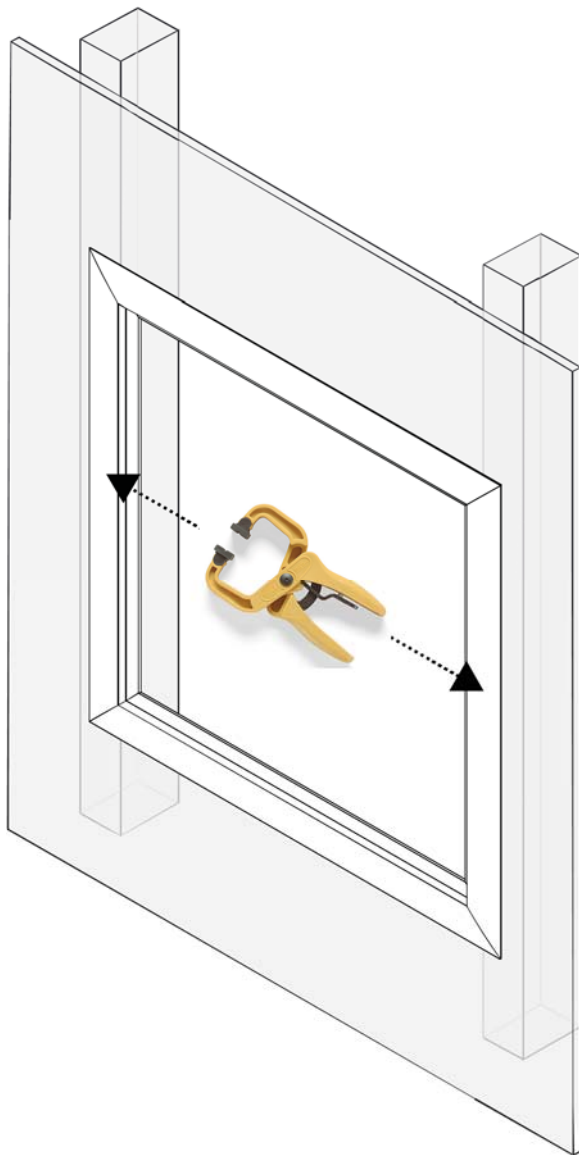
### **Alignment of Speaker**

The cutout is designed to be larger than the speaker; the speaker must be placed in the exact center of the cutout.

Screw the mounting distance block and two angled brackets onto an installation bracket.



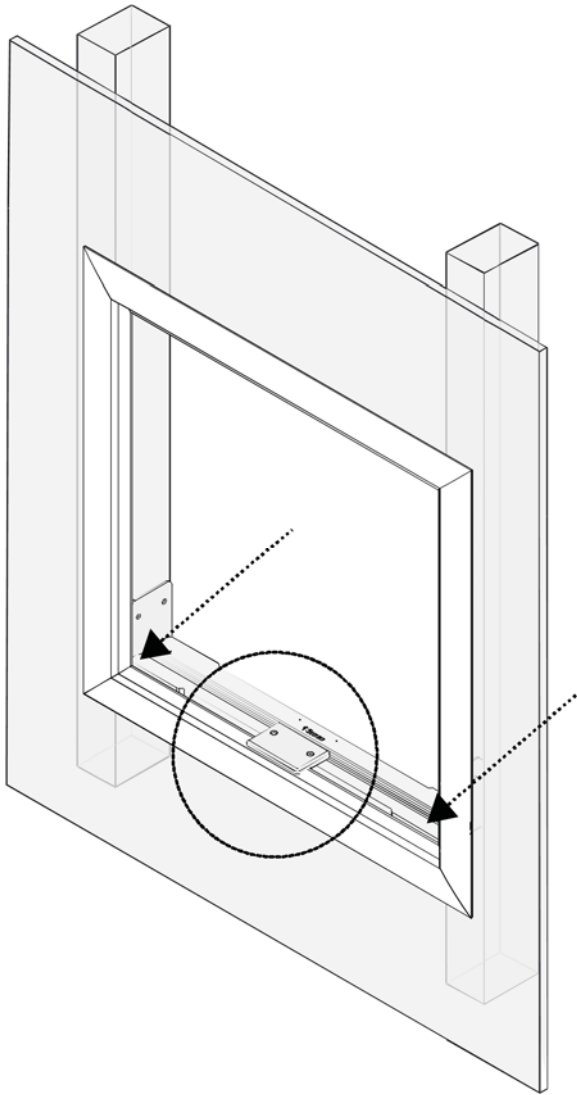
Insert the frame into the cutout and fix it gently with clamps on each side of the frame in the center of the hole.





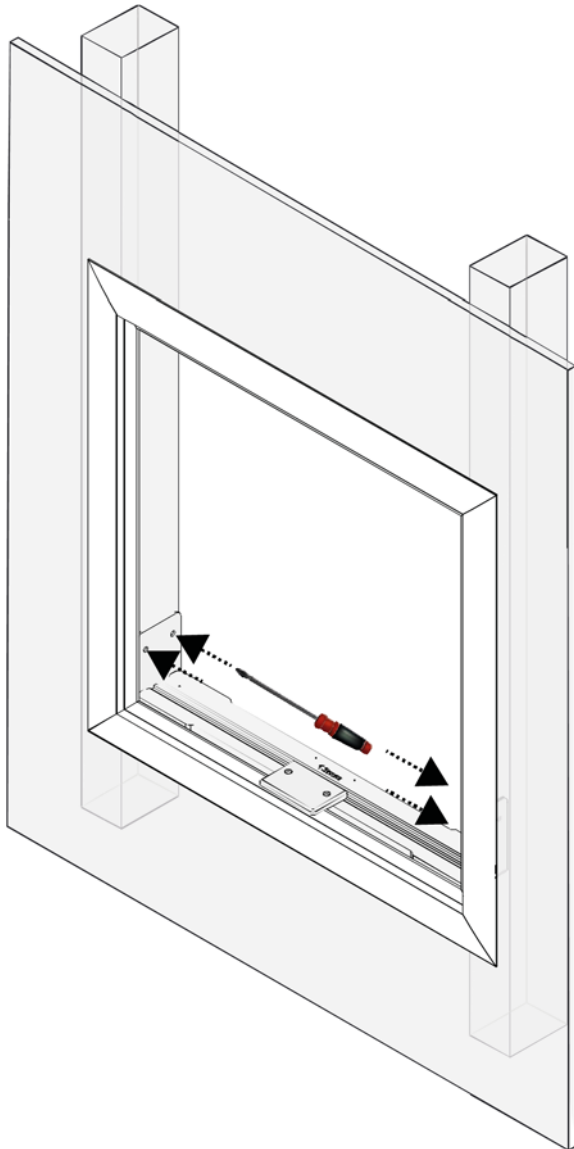
Insert the bottom bracket into the hole and make sure the mounting distance guide is resting on the edge of the frame.

Pull the bracket forward until it sits firmly against the frame.

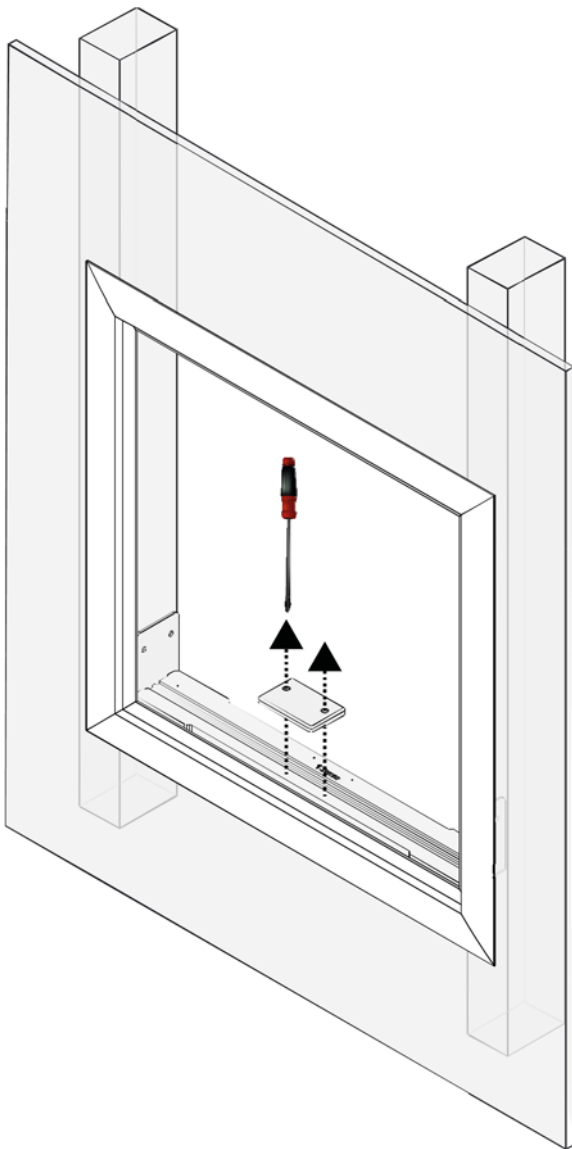


Screw the bracket securely into the left and right studs.

The bracket is intentionally cut slightly shorter than the distance between the studs and the angled brackets will flex when screwed into the studs.

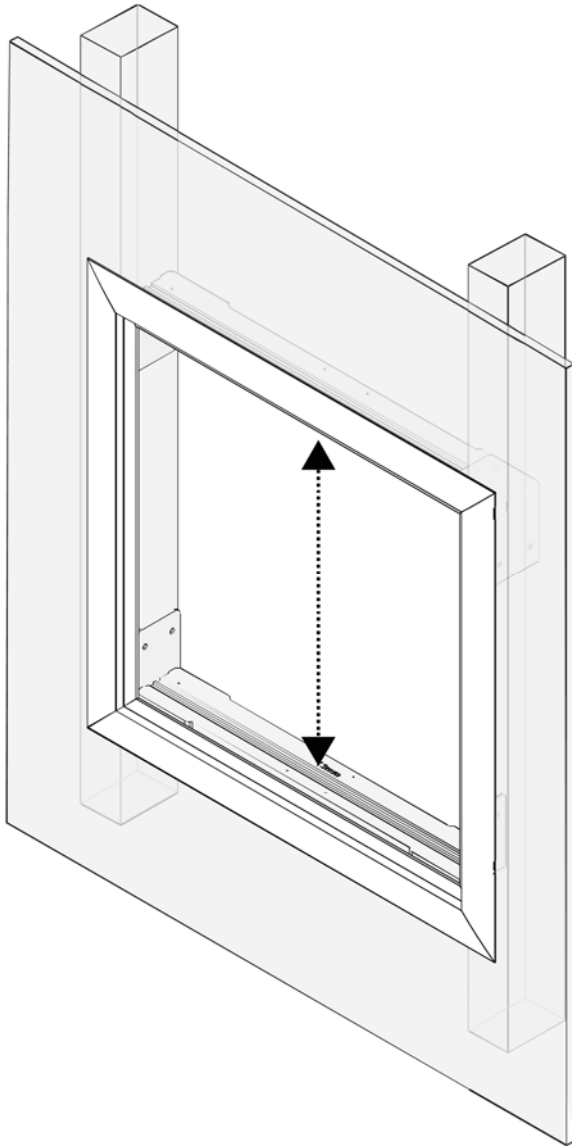


Remove the mounting distance guide.



Repeat the above steps to install the top bracket.

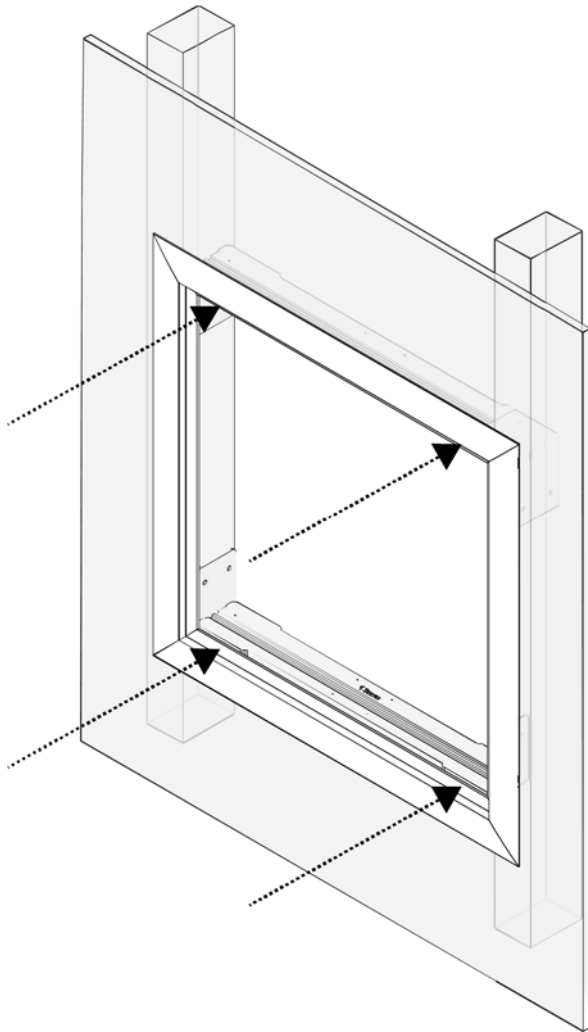
Make sure the bracket is facing the correct way. If you can read 13mm or 5/8" on the bottom bracket, turn the top bracket upside down so the same text points downwards.

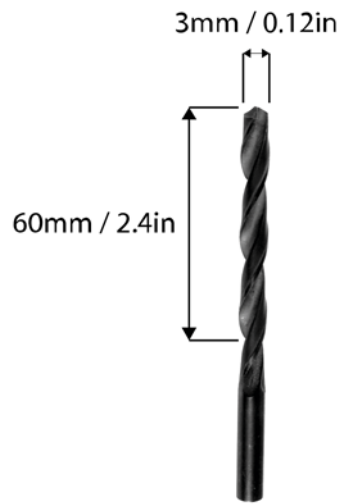


Drill four holes through the frame into the mounting brackets. We recommend drilling 3mm / 0.12in wide and 60mm / 2.4in deep holes.

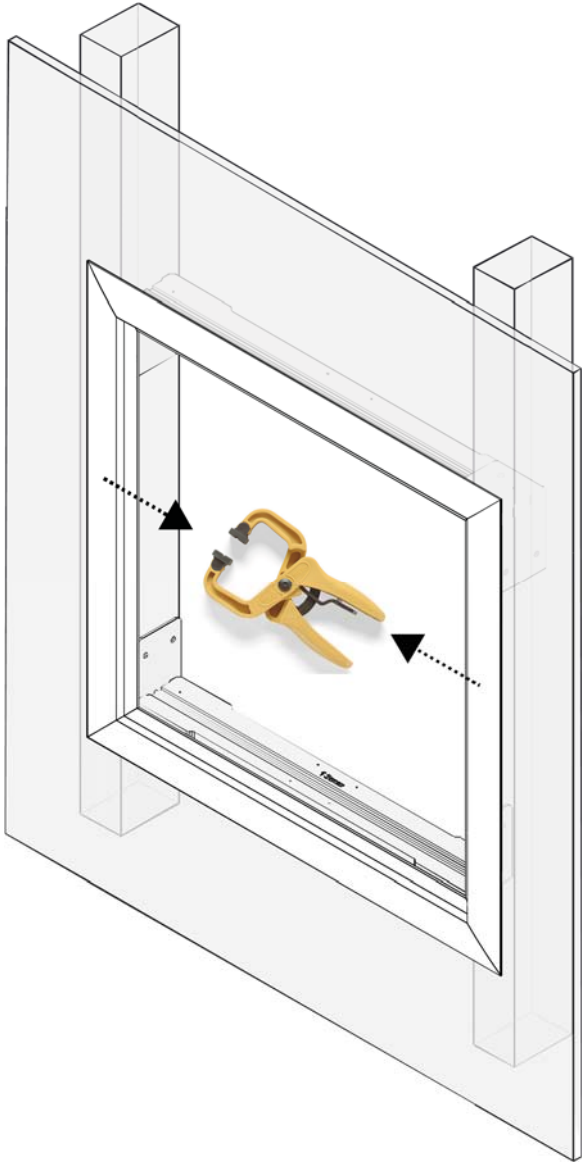
Do not drill the holes so the screws will interfere with the speakers mounting pins.

Insert the supplied screws for the frame and screw in tightly onto the brackets.

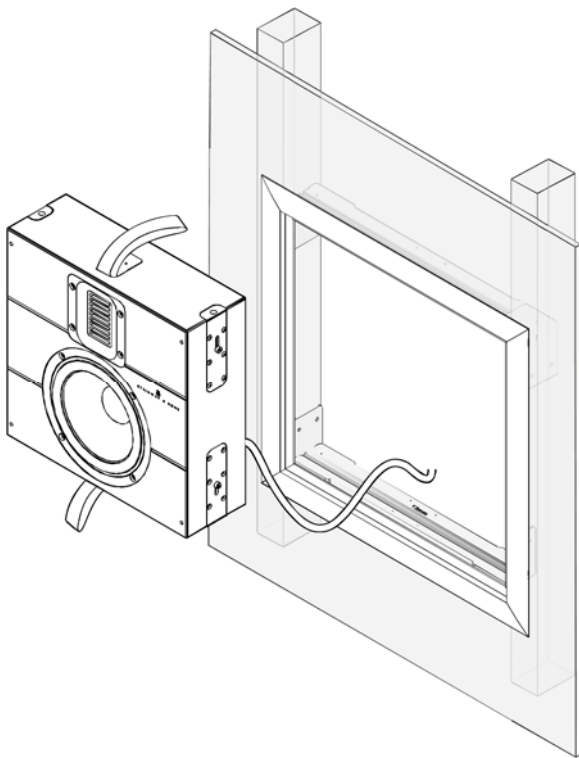




Release the clamps.



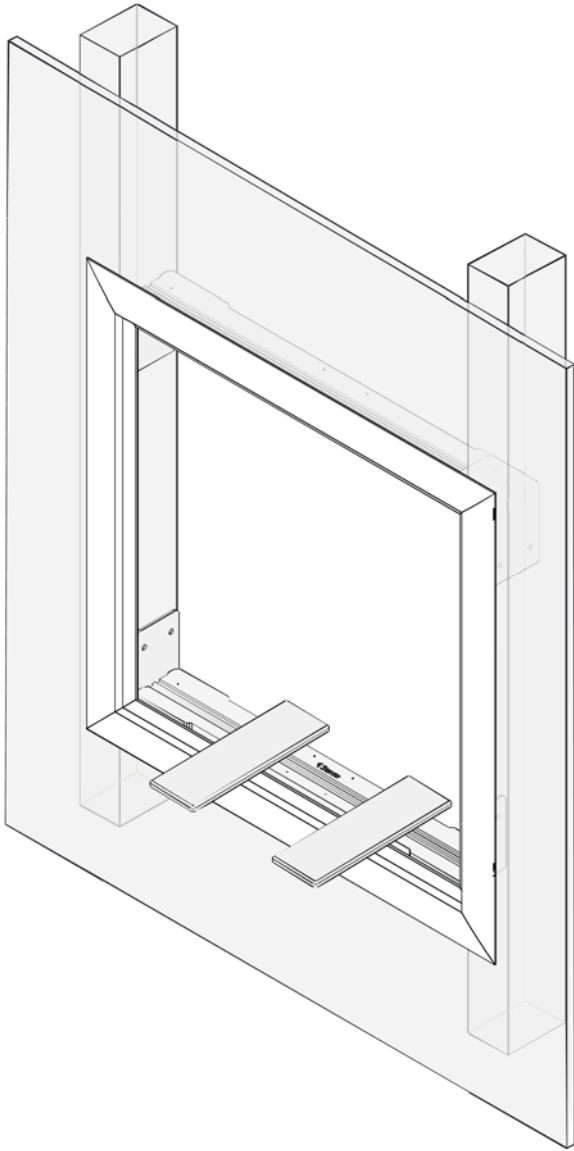
Connect the speaker cable to the speaker.





Lay the two 6mm / 1/4" thick distance blocks on the bottom of the cutout hole.

Place the distance blocks so the speaker strap and mounting pins will not rest on them.



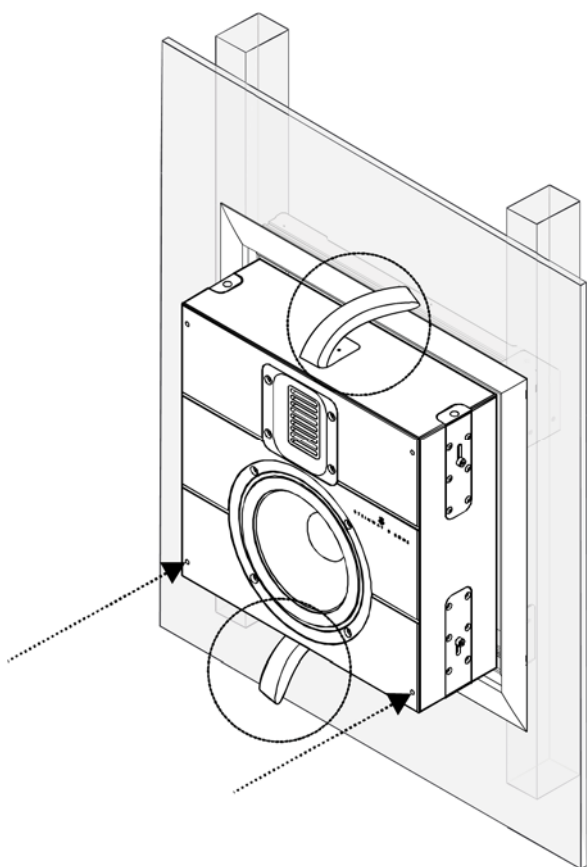
Check that the rubber mounting pins are retracted into the speaker cabinet before installing it.

If the mounting pins are extended from the speaker cabinet, retract them by pressing the levers on the side of the cabinet towards the center of the speaker.

While the mounting pins are retracted, insert the supplied Allen Key into the small hole on the front of the cabinet, then tighten the set screws to hold the mounting pins in place.

Place the speaker on the distance blocks and slide it into the cutout hole.

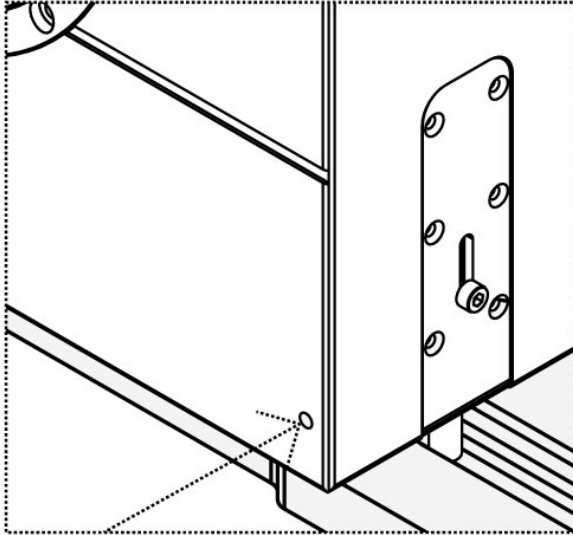
Hold onto the straps to securely hold the speaker in place.



Place the spring released bottom mounting pins above the correct groove.

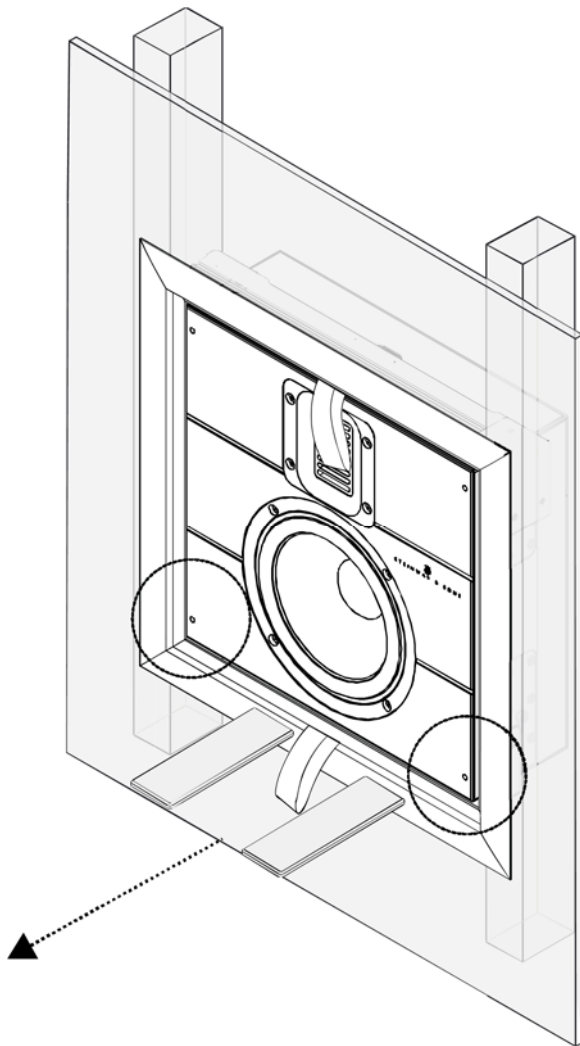
Using the Allen wrench, softly loosen the two bottom screws to release the mounting pins.

Be careful not to unscrew the set screws; stop loosening when the mounting pins pop out.



Make sure the speaker is level, then tighten the bottom set screws to secure the mounting pins.

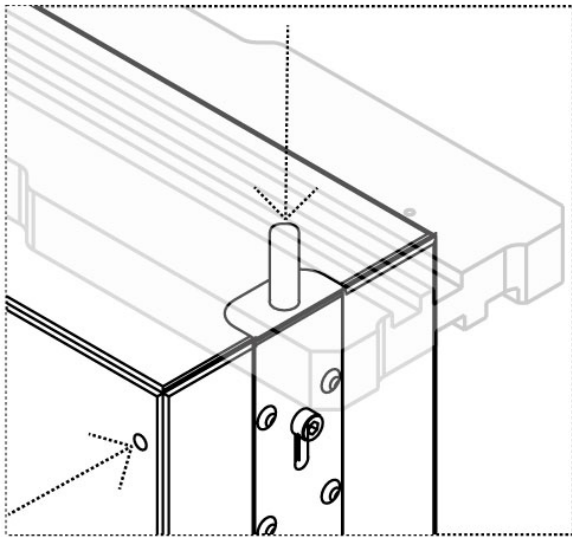
Remove the distance blocks so the speaker rests on the mounting pins.



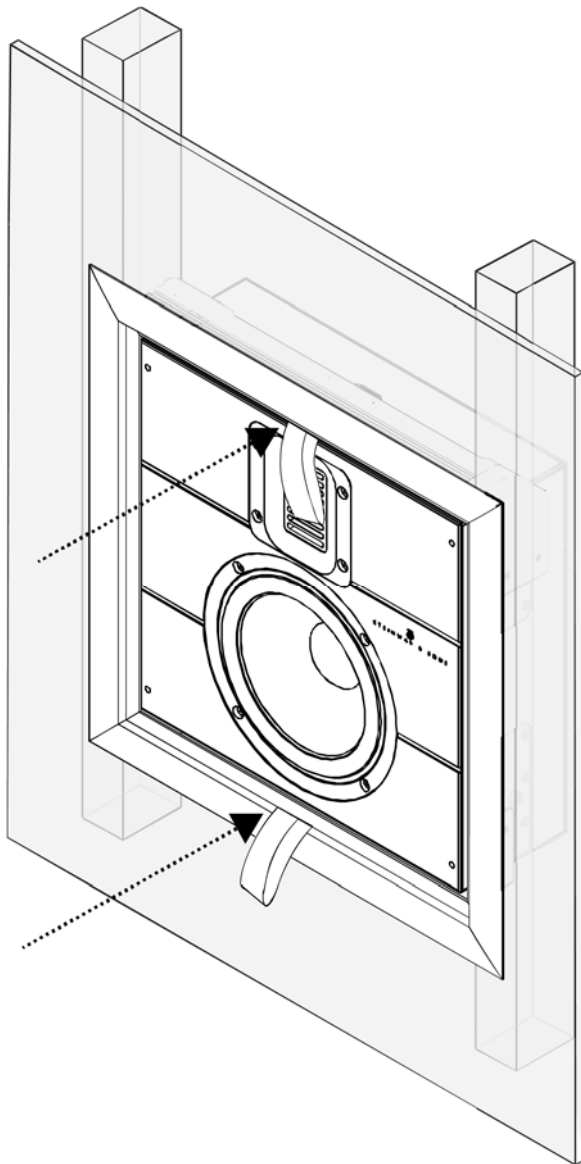
Position the top of the speaker so the mounting pins will be released into the correct groove.

Loosen the two top spring-holding set-screws so the mounting pins are released.

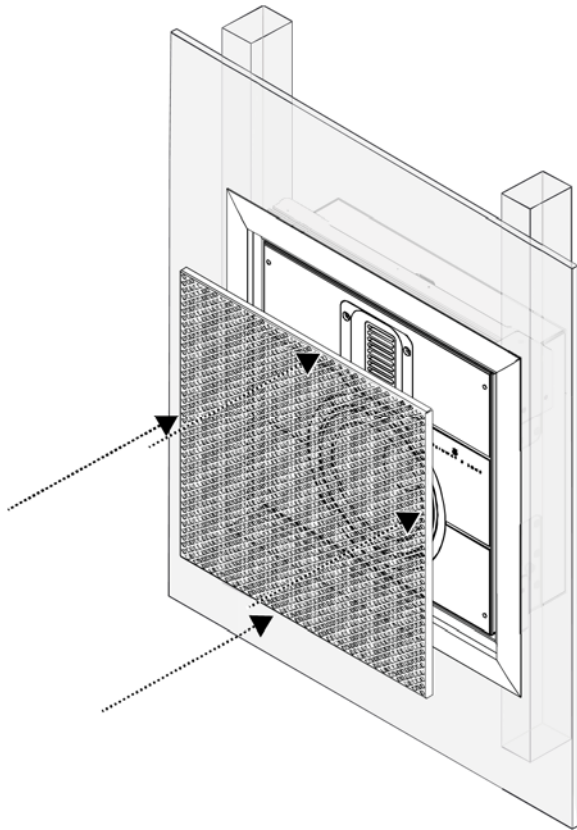
Be careful not to unscrew the set screws, stop loosening when the mounting pins pop out. Do not retighten these again.



Push the straps into the gap between the speaker and wall.



Mount the grill by pushing it gently into the frame until it snaps in place

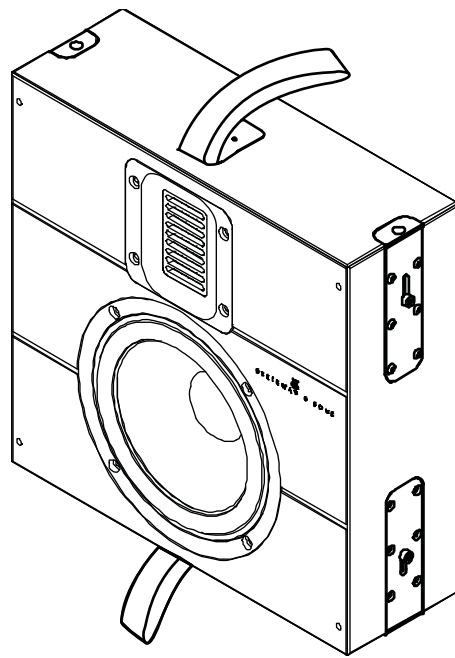


This completes the installation of the speaker.

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INSTALLATION MANUAL  
IN-CEILING S-16IW

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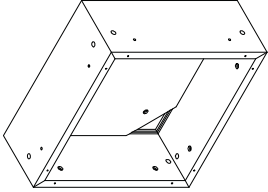
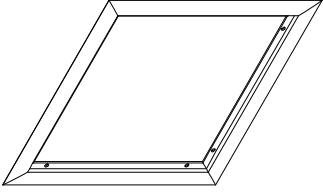
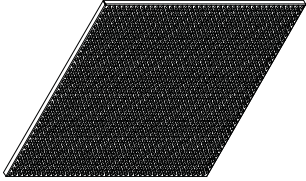


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## UNPACKING

Carefully remove the speaker and accessories from the carton, and check for shipping damage. Contact both the shipper and your Steinway Lyngdorf representative immediately if products bear any sign of damage or if there is a discrepancy in the number of packages received. All Steinway Lyngdorf equipment is carefully inspected before leaving our factory. Note: Keep the shipping carton and all packing material for future use or in the unlikely event that products require servicing. If products are shipped without the original packing, damage could occur and void the warranty.

## INVENTORY

Check the list below to ensure that all necessary product components have been delivered. Please report all discrepancies to your Steinway Lyngdorf representative immediately.

 <p>Backbox</p>	 <p>Frame</p>	 <p>Grill</p>
 <p>2mm Allen Key</p>	 <p>Screws for frame</p>	

## PREINSTALLATION

### S-16IW

The S-16IW speaker weighs 5.7 kg / 12.6 lbs. Screws and in-ceiling backbox must be able to support this weight.

This speaker has screw terminals: please use a Phillips head screwdriver.

Recommended minimum up to 16m / 50ft: AWG 14/2 or 2-lead 2mm<sup>2</sup>

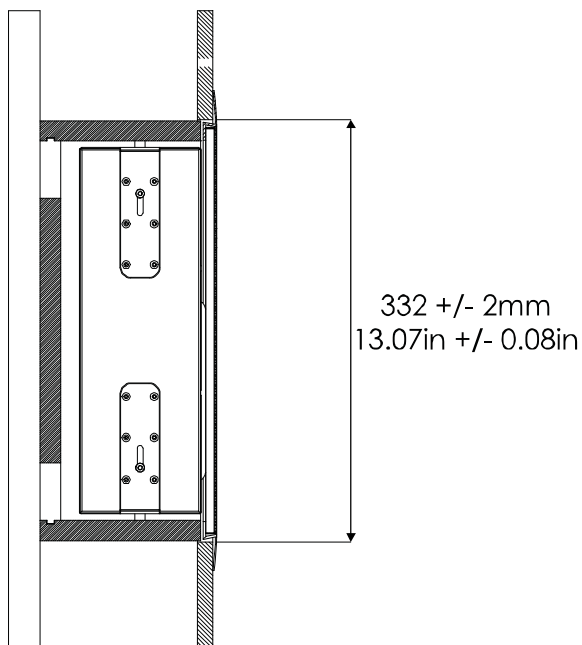
Recommended minimum from 16m / 50ft and up: AWG 12/2 or 2-lead 3.5mm<sup>2</sup>

Recommended maximum: Double AWG 10/2 or 2-lead 5mm<sup>2</sup>

### Cutout Hole Height and Width

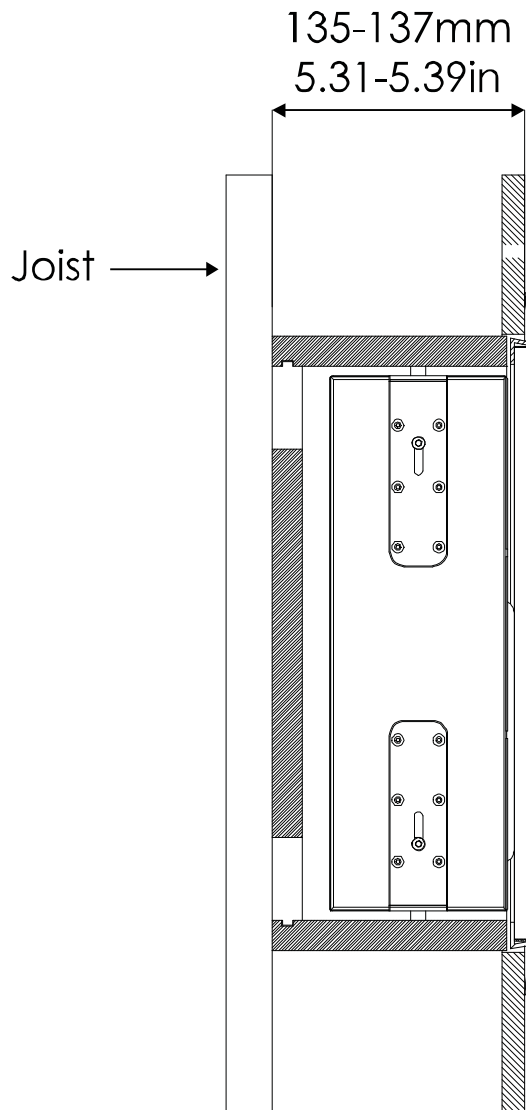
Be sure there is ample clearance behind the ceiling to allow for the backbox to be properly installed.

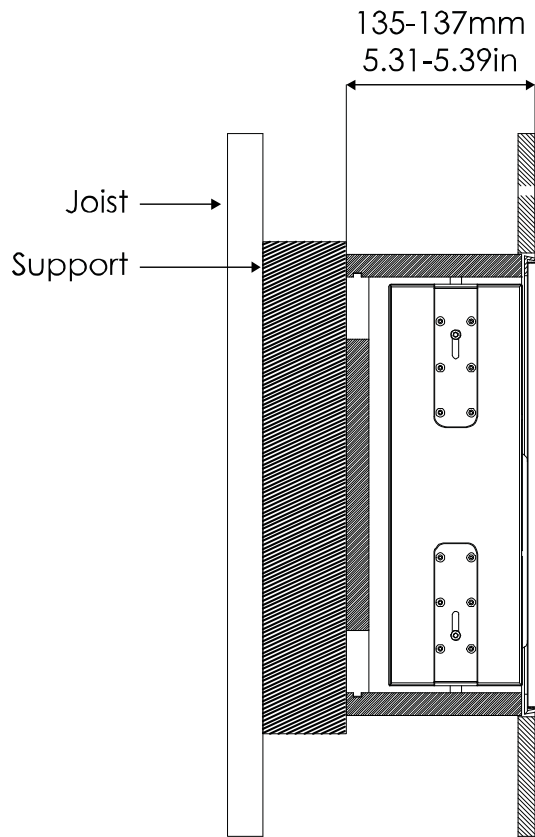
The cutout hole must be 332mm +/- 2mm or 13.07in +/- 0.08in in height and width.



### Cutout Hole Depth

There must be 135-137mm or 5.31-5.39in from the rear of the backbox to the front of the cutout.

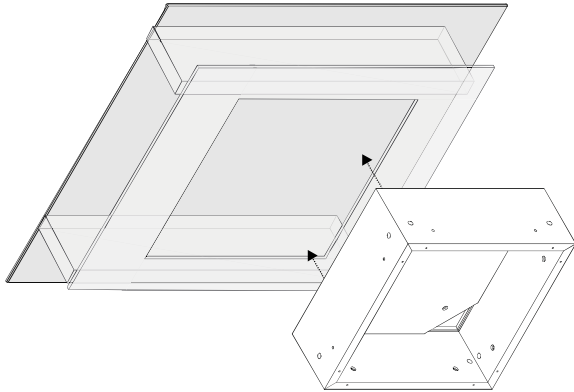




In most cases it will be necessary to install a custom support between the backbox and joist. This support must be able to support the weight of the backbox and speaker.

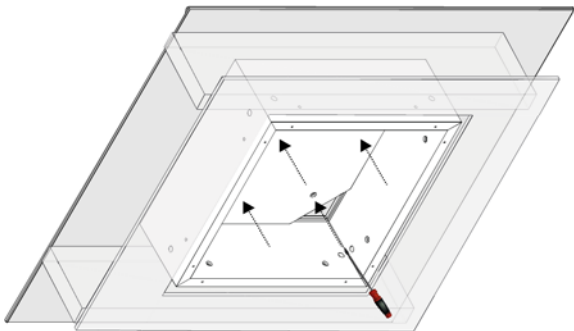
## SPEAKER INSTALLATION

Insert the backbox into the hole and place it center in the cutout.

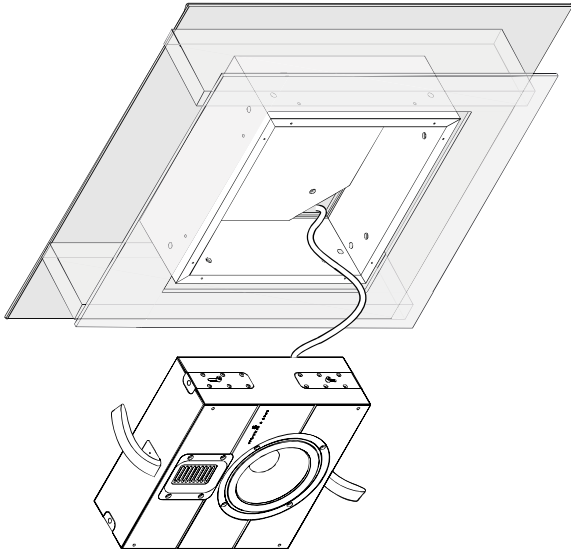


Screw the bracket securely onto the ceiling.

Screws not included. There are 4 pre-drilled holes in the backbox; they are 4,5mm / 0.18in in diameter.

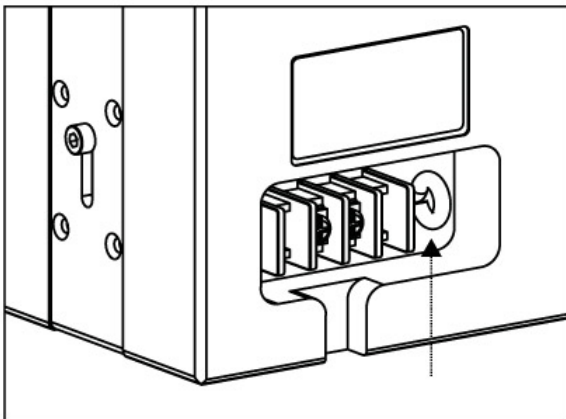


Connect the speaker cable to the speaker.



Attach the safety wire and secure it to ceiling joist.

Safety wire not included. Use a wire of sufficient gauge to support the weight of the speaker and backbox.



Check that the rubber mounting pins are retracted into the speaker cabinet before installing it.

If the mounting pins are extended from the speaker cabinet, retract them by pressing the levers on the side of the cabinet towards the center of the speaker.

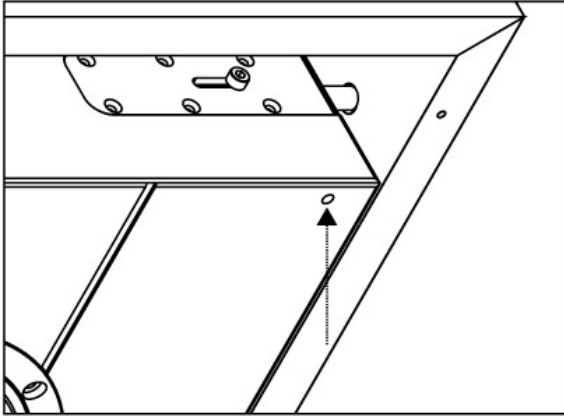
While the mounting pins are retracted, insert the supplied Allen Key into the small hole on the front of the cabinet then tighten the set screws to hold the mounting pins in place.

Place the speaker in the backbox and hold the bottom mounting pins above the holes in the backbox.

Using the Allen Key, softly loosen the two bottom screws to release the mounting pins.

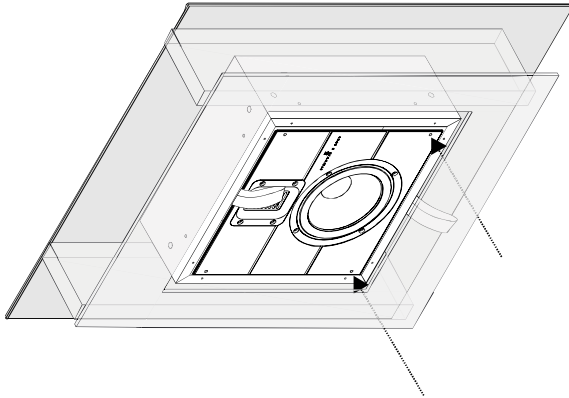
Be careful not to unscrew the set screws, stop loosening when the mounting pins pop out. Do not retighten the screws again.

Make sure the mounting pins are properly inserted into the holes before continuing.

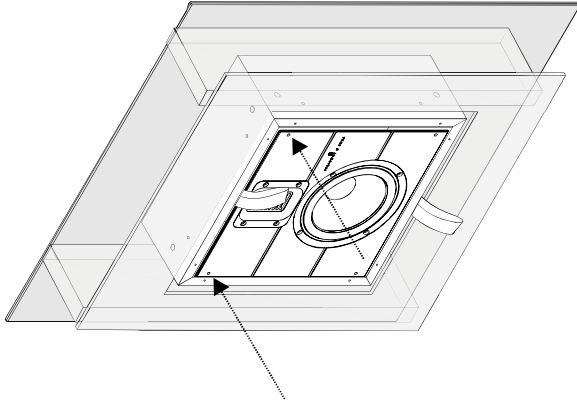


After releasing the bottom mounting pins, release the top pins.

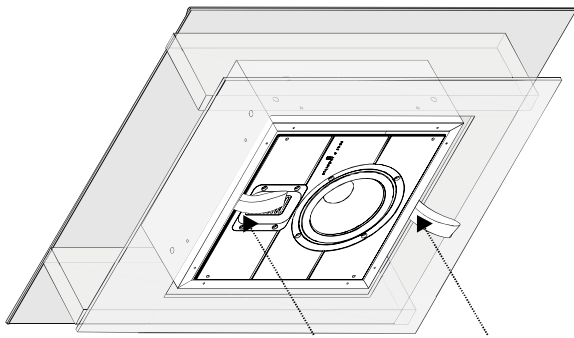
Make sure all four mounting pins are properly inserted into the holes before continuing. Do not retighten the screws again.



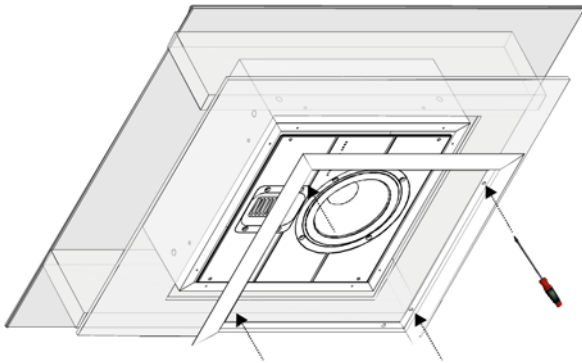




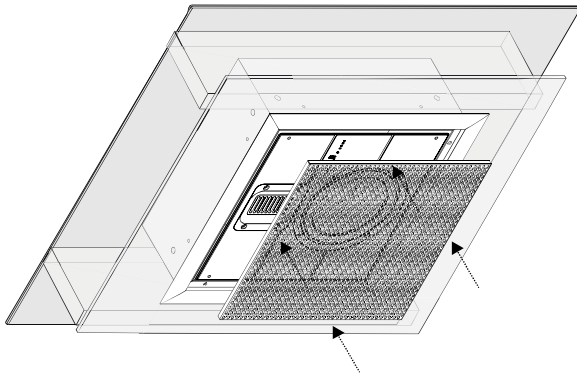
Push the straps into the gap between the speaker and backbox.



Screw the frame onto the backbox using the supplied screws.



Mount the grill by pushing it gently into the frame until it snaps in place.



This completes the installation of the speaker.

## TRADEMARKS

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## SERVICE INFORMATION

In order to obtain warranty service you must contact your original dealer or the Steinway Lyngdorf distributor of the region or country where you are located. If you have trouble locating an authorized representative, please contact the Steinway Lyngdorf Customer Service Department using the contact information at [www.steinwaylyngdorf.com](http://www.steinwaylyngdorf.com), or you may email [service@steinwaylyngdorf.com](mailto:service@steinwaylyngdorf.com).

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**Fax: +45 9614 5601**

In some cases, the Customer Service Department may solve a service problem without the need of repair or any other measures, thereby avoiding further inconvenience or delay. In some cases it may be necessary to return the equipment to Steinway Lyngdorf or an authorized service provider for repair; therefore, it is recommended that you save your original packing materials. Steinway Lyngdorf will not be responsible for any damage due to unauthorized packing or shipment in non-original packing materials. If return is made in authorized packaging, risks are borne by Steinway Lyngdorf. Additional charges may occur if new packing materials are required for return shipment.