



Bartola Instruments

London 2026

Bartola Limited Warranty

Rev: 0.2

Last updated: 23/03/2026

The Promise Bartola Ltd warrants this product to be free of defects in materials or construction for a period of two years from the date of purchase. Proof of purchase is required.

The "Military Grade" Tube Pledge:

Note on Vacuum Tubes: The tubes installed in Bartola modules are military-grade surplus stock, selected for their exceptional reliability and extended lifespan. We stand by their quality.

Should your tube fail during normal operation within the first two years of ownership, Bartola will provide a replacement tube free of charge to the registered owner

Conditions: The customer is responsible for all shipping costs associated with the replacement. This policy applies only if the module has been used as intended and is subject to the continued availability of compatible surplus stock.

What We Cover During the warranty period, any defective products will be repaired or replaced at Bartola's discretion.

•Shipping: If a manufacturing defect is reported within the first 6 months

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of ownership, Bartola will cover standard return shipping costs. After 6 months, the customer is responsible for shipping the unit to us, and we will cover the cost of returning the repaired unit back to you.

What We Don't Cover This warranty does not cover damage caused by:

- Improper Power: Ignoring the "Red Stripe" orientation, connecting to AC power, or using a power supply exceeding standard Eurorack specifications (+/-12V).
- Tube Mishandling: Damage caused by physically impacting the tube, applying excessive force during faceplate replacement, or operating the module with a damaged or non-compliant power supply.
- Firmware & Hacking: While we encourage experimentation, damage caused by uploading incompatible firmware, overclocking, or "bricking" the device via software modification is not covered. Service to restore the factory firmware in these cases will incur a bench fee.
- Modifications: Damage caused during the installation of 3rd party faceplates, knobs, or other hardware modifications.

To the maximum extent permitted by law, Bartola Ltd accepts no responsibility for damage to other apparatus, power supplies, or connected equipment caused by the operation or misuse of this product. Always use common sense and disconnect power before handling.

Support For repairs or questions: support@bartola.co.uk