TRACK E

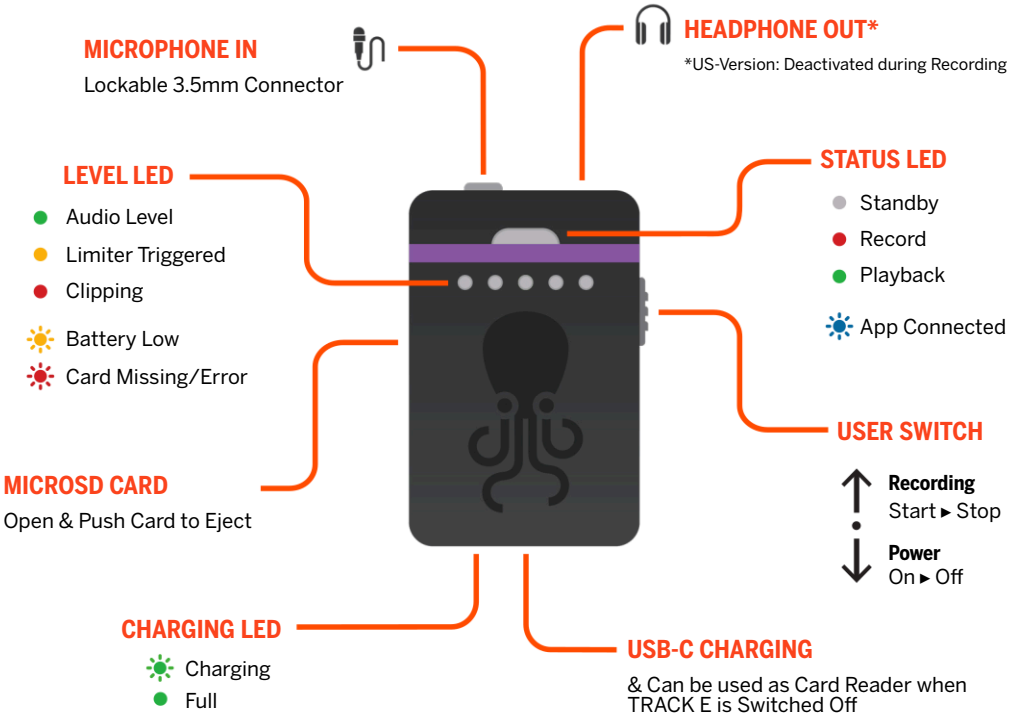
TIMECODE AUDIO RECORDER

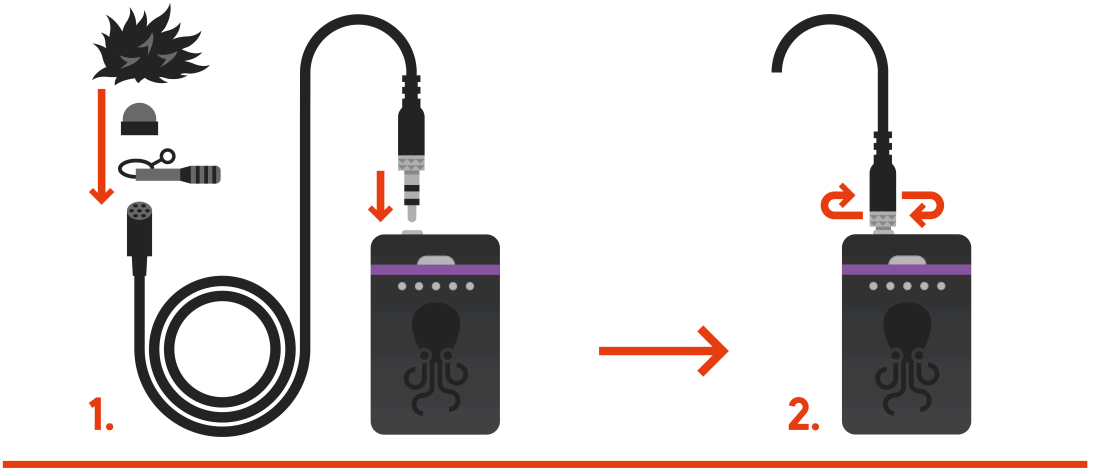
OPERATING MANUAL V 2.2

Firmware Version 2.4.1 23.07.2024

1 GETTING STARTED 4
→ 1.1 SETUP APP
2 TIMECODE SYNCHRONIZATION 6
→ 2.1 WIRELESS SYNC
→ 2.2 TIMECODE JAM-SYNC
3 RECORDING 7
→ 3.1 MULTIPLE TRACK RECORDING
→ 3.2 SINGLE TRACK RECORDING
→ 3.3 INDEPENDENT RECORDING VIA USER SWITCH (ASSIGNABLE)
4 SETUP APP 8
→ 4.1 DEVICE LIST
→ 4.2 TRACK E VIEW
→ 4.3 APP SETTINGS
5 USER SWITCH 17
6 TRACK E MICROPHONE 18
→ 6.1 MICROPHONE INPUT
→ 6.2 MICROPHONE ADAPTERS
7 HEADPHONE OUTPUT 19
8 MICROSD CARD 20
9 RECHARGEABLE BATTERY 21
10 USB-C PORT AND CARD READER 22
11 FIRMWARE UPDATE 23
12 TECHNICAL SPECIFICATIONS 24
13 WARRANTY AND SAFETY REGULATIONS 25

QUICK START GUIDE





1 GETTING STARTED

1.1 SETUP APP

The Tentacle Setup App allows you to synchronize, monitor, setup and change basic parameters of your Tentacle device. This includes settings such as timecode, frame rate, device name & icon, output volume, battery status, user bits and more. You can download the Setup App here:

⚠ **Please note:**
Wireless audio monitoring on Android is only supported on Android 10 (API Level 29) and higher.

Enable Bluetooth on your mobile device

The Setup App will need to communicate with your TRACK E devices via Bluetooth. Make sure Bluetooth is activated on your mobile device. You must grant the app the necessary permissions as well. The Android version also asks for a ‚location permission'. This is only needed to receive Bluetooth data from your TRACK E. The app does not use or store your current location data in any way.

Switch on your TRACK E

Before starting the app it is recommended to switch on your TRACK E devices. Pull down the user switch on the side to turn on your TRACK E. The device will indicate powering ON with a blue animation of the level LED. Once it's powered up, the status LED will be pulsating in white for ‚standby'.

During operation, the TRACK E constantly transmits status and recording information via Bluetooth to the app. Even in the event of a lost connection, the audio recording continues without disruption as it is stored locally on the microSD card inside the recorder.

Add a new device

If you open the Tentacle Setup App for the first time, the device list will be empty. You can add new TRACK E audio recorders and SYNC E timecode generators by tapping on **+ Add Device**.

This will show a list of available Tentacle devices nearby. Select the one, you would like to add to the list and tap on it. Hold your Tentacle device close to your phone to finish the procedure. This ensures that only you have access to your Tentacles and not someone else nearby. Once a Tentacle is added to the list, it will appear automatically in the device list, next time the app is opened.

2 TIMECODE SYNCHRONIZATION

2.1 WIRELESS SYNC

With your Setup App, you can easily synchronize all of your TRACK E and SYNC E devices with one button click. At the bottom of your screen you'll find the SYNC button.

1. Tap on **SYNC** and a small window will pop up
2. Click on the frame rate and select the desired frame rate from the drop down menu
3. Time of Day is predefined as a starting timecode. For custom timecode tap on the timecode and choose your desired value.
4. Press **START** and all Tentacles will synchronize one after another within a few seconds

Once your Tentacle devices are synchronized, the app displays **Sync Done**.

2.2 TIMECODE JAM-SYNC

The microphone input can be used to jam-sync your TRACK E with timecode from any external timecode source via cable. Once your TRACK E is turned on, you can jam-sync it as long as there is no other action done (e.g. wireless sync via app or start a recording).

Here are suitable adapter cables in our online store:

5-pin LEMO to Tentacle

BNC cable 90°

3 RECORDING

To start a recording with your TRACK E timecode audio recorder, you can start and stop it via Setup App or directly at each TRACK E device. With the Setup App all of your TRACK E devices can be started at once or each TRACK E individually in case you are not working with all of your devices at the same time.

3.1 MULTIPLE TRACK RECORDING

At the bottom of the screen you'll find two buttons for RECORD and STOP. These buttons start and stop the recording of all TRACK E devices in your list.

3.2 SINGLE TRACK RECORDING

Next to each TRACK E status information in the device list is a REC button as well, which starts and stops the recording just for this single TRACK E.

3.3 INDEPENDENT RECORDING VIA USER SWITCH (ASSIGNABLE)

If you are unable to use the app or don't want to, you are still able to operate your TRACK E devices directly via the User Switch.

START: Pull up user switch, status LED lights up red during recordings

STOP: Pull up user switch again

4 SETUP APP

4.1 DEVICE LIST

Once your devices have been added to the list, you can check the most important status information of each unit at a glance. You will be able to visually monitor the level meter, recording file format, recording time, frame rate, timecode, battery status, Bluetooth connection, device icon and name.

If a TRACK E is out of Bluetooth range for more than 10 seconds, the status and timecode of it will be maintained. If the app hasn't received any updates for more than 10 minutes, **Last seen x minutes ago** will be shown.

Depending on the physical distance of a Tentacle device to your mobile device, the status information in the list will be highlighted. The closer the TRACK E gets to your mobile device the more saturated the color will be, so you can easily identify each device.

Remove device

You can remove a Tentacle TRACK E from the list by swiping to the left and confirm the removal.

Monitor device

You can listen to the signal of a TRACK E through your smartphone. Swipe the TRACK E to the left and click on the speaker-symbol on iOS. Swipe to the right right on Android. You can monitor a maximum of one device at a time.

Device Warnings

Devices have to be synchronized: This warning message is displayed, when inaccuracies of more than half a frame occur between all devices listed. Sometimes this warning can pop up for a few seconds, when starting the app from background. In most cases the app just needs some time to check the information of each Tentacle device. However, if the warning message persists for more than 10 seconds you should consider re-syncing your Tentacles.

Bottom Sheet

You can find the Bottom Sheet at the bottom of the device list. It can be expanded by swiping it upwards. In addition to the previously described sync and recording functions, it contains features that can be applied to multiple/all devices.

Sleep Mode

While in sleep Mode, your TRACK E saves battery and can be activated remotely. Send all your TRACK E devices to sleep by swiping up the bottom sheet and pressing the SLEEP button. Wake up the devices by pressing the WAKE button. You can wake them individually by touching the TRACK E in the device list. You need to synchronize your devices again after waking them up. Also note that when a sleeping device is connected via USB, it switches to charging mode and turns off.

⚠ **Please note**

Sleep Mode is supported by Firmware version 2.2.0 or newer.

Set All

To apply settings to all your TRACK E devices, use the "Set All" feature:

1. Swipe up from the bottom sheet and tap the "Set All" button.
2. Adjust settings such as Recording Gain, Low Cut Filter, and more, or select "Set Factory Defaults" to reset all devices to their original settings. You can also format all your SD cards at once. Use this feature with caution.
3. Click "Set All". The settings will be applied to all available TRACK E devices in your list.

4.2 TRACK E VIEW

Pressing a TRACK E in the device list initiates a connection to the device, allowing access to its settings.

An active Bluetooth® connection will be indicated by a blue status LED at your TRACK E.

The TRACK E device view is divided into:

Header / Recording Tab / Playback Tab / Settings Tab

Device View: Header

Device Icon	Here, the current device icon is displayed. Click on the icon to show the device icon selection and change it.
Status	
Device Status	The current state of your device is displayed here
Timecode	The current timecode of your device is displayed here
Icons	The state of battery, recording format and other is displyed here
Audio Monitoring	Clicking the Monitoring button starts listening to the audio signal via the smartphone. Long Press allows you to set the monitoring mode:
Earpiece Monitoring	Monitoring via smartphone earpiece is activated, as soon as the smartphone is held close to the ear.
Loudspeaker Monitoring	Monitoring via smartphone speaker is activated by clicking on the speaker button. All headphones recommended by the smartphone manufacturer can also be used here.

⚠ **Please note**
The utilization of Bluetooth may result in a time delay during monitoring, which varies based on the device and is further amplified when Bluetooth headphones are employed.

Level Meter	Check the level of you input signal in dB

Device View: Recording Tab

Recording Time	The recording time of your current audio clip is displayed here
Remaining Recording Time	Shows the remaining recording time of the microSD card
File Name	Next to recording time, you can find the file name of your upcoming/currently recording audio file
Waveform Display	Monitors the recording as a waveform visualization. It will be orange coloured during an audio recording
Recording Gain	Adjust your recording gain here. This is important if you choose 48kHz / 24-bit recording format
Record Button	Start and stop the recording here
Low Cut Filter	If this filter is ON, it will reduce noise for all frequencies lower than 80Hz. This can be useful if you ant to clean up your signal from low frequency background noise
Mic Plugin Power	The mic plug-in power is set to ON in the standard settings and has 5V. With this plug-in power, you can use all electret lavalier microphones. You can turn it OFF if you are working with dynamic microphones.

⚠ **Please note:**
Usually the enabled plug-in power doesn't affect most dynamic microphones. However, this does not apply to every model. So please check with the microphone's manufacturer. Plug-in power turned OFF extends battery life.

Device View: Playback Tab

In this section of the menu, you can listen to your recorded files. Connect your headphones to the 3.5 mm headphone out of the TRACK E or use the audio monitoring feature via smartphone (see "Audio monitoring"). Make sure to set your headphone volume accordingly.

Playback	In playback mode, the status LED will be green
	Here you can skip between the recorded files
	Each time you tap, the speed will double. It can play your file up to 64x faster than the regular speed
	Stop / Play
File information	Here you can find all the information about each recorded audio file
Name	Shows the name and number of the file
Channel Count	Mono
Sample Rate	48 kHz
Recording Bit Depth	Shows the recording format 32-bit or 24-bit
Length	Shows the length of each clip
Timecode	Shows the timecode and frame rate

Device View: Settings Tab

Device Name	Change the predefined device name by simply clicking on the name field. After changing the name, please confirm by pressing the ‚return' button

⚠ **Please note:**
Renaming the device creates a new folder on your microSD card with the same name.

Recording Format

48 kHz / 32-bit Float	This format records 32-bit float WAV files. Adjusting the recording gain is not required. As long as maximum input levels are not exceeded, both quiet and loud sounds can be recorded with high quality. The 32-bit float recording will disable the limiter
48 kHz / 24-bit	This format records standard 24-bit WAV files. Adjust the recording gain, so that the clip indicators do not light up red while recording. In the 24-bit format, the limiter is always enabled

Auto Power Off Time	Use auto power off to automatically power off your TRACK E after 2, 4, 8 or 12 hours. During recording and playback auto power off is disabled. Reading external timecode or formatting the SD card will reset the power off time
Headphone Volume	Adjust the volume of the headphone output*

⚠ ***Please note:**
US version has the headphone output deactivated during recording

Headphone Output Routing	Select the headphone output routing.
Audio/Audio	Audio signal is routed to left and right output channel (default)
TC (0dB)/Audio	Timecode with a level of 0dB is routed to the left channel, audio signal is routed to the right channel
TC (18dB)/Audio	Timecode with a level of -18dB is routed to the left channel, audio signal is routed to the right channel

⚠ **Please note:**
Use high-quality cables with good isolation between audio channels and high-impedance input on the input side to prevent audio channel interference or bleeding.

LED Brightness	Adjust the brightness of the LEDs here
Level LED while Recording	Here you can deactivate the level LED completely during recording
User Switch Assignment	Click on the field and choose an action for your user switch on the TRACK E when pulling it up.
Not used	Pulling up the user switch will not trigger any action
Start / Stop Playback	You can now listen to your last recorded file when the user switch is pulled up
Start / Stop Recording	This preset action enables manual start/stop control of audio recording using the user switch.
Start / Stop Test Tone	This will output an test tone (1kHz at -18dB) through the headphone output.

Format SD Card	To format your SD card, just press the button and confirm it in the pop-up window
General information	
Firmware Version	Shows the current firmware version running on the device
Hardware Revision	Shows the hardware version of this unit
Hardware Serial No.	Shows the serial number of your TRACK E
App Version	Shows the current software version of your setup app
Real Time Clock (RTC)	Shows the current time and date of the internal real time clock
Limiter	The limiter icon is only visible in your monitoring view. If you select 48 kHz / 24-bit recording format, the limiter is enabled. In 32-bit float it will be disabled. The limiter will compress the dynamic range, so that sudden volume peaks can be prevented.

4.3 APP SETTINGS

Theme	Here you can choose a light or dark theme for the setup app
Audio Monitoring	Here you can select one of two audio monitoring modes: loudspeaker or earpiece monitoring (details see audio monitoring)
Safe Mode	If this mode is enabled, you need to press the **STOP** button for 2 seconds before the audio recording stops
Notifications	Enable this option if you want your TRACK E(s) to inform you about critical events, even if your app is in background: Low battery, low remaining recording time, recording stopped at device or other errors during recording.
Remove all Added Devices	Here you can remove all devices from the device list at once
Manuals	Here you can find the Tentacle manuals
Ask for Help	Here you can send a support request directly to the Tentacle support team
Acknowledgements	License information of used open-source components
App Version	Here you can view the current app version

5 USER SWITCH

The TRACK E has a multipurpose user switch on the right side.

Power On	Pull down the user switch until the level LED will start a blue animation
Power Off	Pull down the user switch for more than 5 seconds. The status LED will flash white until the TRACK E is turned off
Start Recording	Pull up the user switch. The status LED will light up red during recording (default)
Stop Recording	Pull up the user switch again. The status LED will go back to white

The Start / Stop Recording action for the user switch is predefined, but can be assigned differently in the settings section of the menu (see user switch assignment)

6 TRACK E MICROPHONE

The TRACK E set includes a versatile lavalier microphone (omnidirectional characteristic) with windjammer and clip. Of course, Tentacle TRACK E is compatible with all common lavalier, electret directional and dynamic microphones. An adapter to 3.5 mm mini jack with a standard Sennheiser wiring may be necessary.

6.1 MICROPHONE INPUT

The TRACK E has a 3.5mm mini jack microphone input with screw lock. 5V plug-in power is activated by default. To ensure compatibility with dynamic microphones, you can disable plug-in power within the Tentacle Setup App. This input can also be used to jam-sync your TRACK E from any standard timecode source via cable (see timecode jam sync)

6.2 MICROPHONE ADAPTERS

To connect an even wider range of lavalier microphones to TRACK E, you may need an adapter with a standard Sennheiser wiring. The adapters and a variety of accessories are available at your local dealer, or at shop.tentaclesync.com

7 HEADPHONE OUTPUT

To monitor while recording* please connect headphones with a 3.5mm mini jack connector to the headphone out of the TRACK E device. For a playback of your already recorded files, you also need to open the Setup App playback section in the device's menu. You can adjust the headphone level for each device in the app.

⚠ ***Please note:**
US version has the headphone output deactivated during recording! The output signal of the headphone out is not a looped signal. It is processed!

8 MICROSD CARD

The 16GB microSD card is located on the left side of the TRACK E. Just pull out the cover and push the card in to remove it. This card can record up to 30 hours in 24-bit recording format and 23 hours in 32-bit Float recording format. Always format the microSD card in the Setup App via Bluetooth. You'll find the button in the settings section of the menu.

⚠ ***Please note:**
When using different microSD cards, make sure you use one that is qualified. Recommended are SanDisk/Western Digital 8/16/32GB or similar class 10 SDHC up to 32GB. We recommend to leave the microSD card inside the TRACK E and use the device as a hard drive (see USB-C port and card reader).

9 RECHARGEABLE BATTERY

The TRACK E has a built-in, rechargeable and replaceable Lithium-Polymer battery. Charging is possible via USB-C. The charging status will be shown by the charging LED right next to the USB-C port. The internal battery can be charged from any USB power source.

The charging time is max. 2 hours if the battery is completely empty. Fully charged, TRACK Es can run for up to 10 hours. When the battery is at less than 10%, Tentacle indicates this by flashing the level LED yellow several times. The device continues to run in this state, until it powers itself off once the battery level reaches 3%. If the battery is completely empty, the TRACK E can no longer be switched on before it has been recharged.

The battery is easily replaceable, once the performance is decreasing after 2-4 years depending on the use. A battery replacement kit can be obtained from Tentacle Sync.

In this case please contact support@tentaclesync.com

⚠ **Please note:**
The charging process of the battery is stopped as soon as temperatures below 0° or above +40° are reached in order to preserve the battery‘s lifetime. This will be indicated by a red charging LED.

10 USB-C PORT AND CARD READER

The USB-C port located at the bottom of TRACK E is used for both charging and reading the SD card.

As a card reader the USB-C port is used for fast data transmission. This way, there is no need to remove the microSD card from the TRACK E. You can transmit your files directly from the Tentacle TRACK E to your computer.

- Connect your TRACK E to your computer via the included USB-C cable. Make sure the TRACK E is **switched off** (card reader mode). You have to push the connector all the way into the TRACK E until it snaps in with a subtle ‚click' sound.
- A hard drive icon will appear on your desktop. You can drag and drop your files directly from the TRACK E onto your computer.
- To remove the TRACK E, please eject it correctly from your computer.

11 FIRMWARE UPDATE

You will find the newest firmware version for your TRACK E here:

Tentacle Downloads

11.1 BEFORE YOU START

- Prior to performing the update, please back up your microSD card in case it contains important files.
- Make sure your TRACK E has sufficient battery power. If you are using a laptop for the update, make sure it also has adequate battery or is connected to a power source.
- The Tentacle Sync Studio software (macOS) or the Tentacle Setup software (macOS/Windows) should not be running at the same time as the Firmware Update App. The Tentacle can only be recognized by one Tentacle software at a time.

11.2 UPDATE PROCEDURE

- Download the firmware updater app, install it and open it.
- Connect your TRACK E via USB cable to the computer and switch it on.
- Wait for the updater app to connect to your TRACK E.
- If an update is needed, start the update by pressing the „Start Firmware Update“ button.
- During the update process (few minutes) your TRACK E status and level LEDs will blink purple.
- The Update App will tell you when your TRACK E was successfully updated.
- To update more TRACK Es you have to close and start the app again.

⚠ **Please note:**
Make sure you have the latest iOS/Android Setup App installed. Wireless audio monitoring on Android is only supported on Android 10 (API Level 29) and higher. Monitoring latency and connection stability is highly dependent on the smartphone you are using.

In the unusual case that the firmware update fails, your device needs to be restored. In this case please contact: support@tentaclesync.com

12 TECHNICAL SPECIFICATIONS

Recording

Number of Tracks:	1
Sampling Rate:	48 kHz
Recording Bit-Depth:	32-bit float / 24-bit
Recording File Format:	WAV (BWF)
Recording Time:	30hrs (24-bit) / 23hrs (32-bit Float) with 16GB card
Storage Media:	microSDHC card up to 32GB (recommended class 10)
Signal Processing:	Low cut filter, limiter (24-bit only)
Microphone Input:	3.5mm jack (screw lock)
Mic Plug-In Power:	5 V (switchable)
Headphone Output*:	3.5mm jack (dual mono unbalanced)
USB Connection:	USB-C (USB 2.0)
USB Modes:	Charging, card reader, firmware update
Frequency Response:	20 Hz - 20 kHz
Gain Range:	+6 to +46 dB
Dynamic Range:	110dB typ
THD+N:	≤ -85 dB (0,05%)

Control & Sync

Bluetooth®:	4.2 (Low Energy)
Remote Control:	Tentacle Setup App (iOS/Android)
Synchronization:	Via Bluetooth® (Tentacle Setup App) or jam-sync via cable
Timecode Input:	LTC via Mic In
Timecode Output:	N/A
Frame Rates:	SMPTE 12M / 23.98, 24, 25, 29.97, 29.97DF, 30

General

Power Source:	Built-in rechargeable Lithium Polymer Battery
Battery Capacity:	900 mAh
Battery Operation Time:	approx. 10 Hours
Battery Charging Time:	max. 2 Hours
Mounting:	Belt Clip (removable)
Weight:	58 g / 2.1 oz
Dimensions:	47 x 68 x 19 mm / 1.85 x 2.67 x 0.74 inches
Ambient Conditions:	-20 °C to +60 °C, non-condensing

* US Version: Headphone output is deactivated during recording

13 WARRANTY AND SAFETY REGULATIONS

Intended use

The device is designed to record audio signals via a suitable external microphone (lavalier microphone). It must not be connected to other devices. The device is not waterproof and should be protected against rain. For safety and certification reasons (CE) you are not permitted to convert and/or modify the device. The device can be damaged if you use it for purposes other than those mentioned above. Moreover, improper use can cause hazards, such as short circuits, fire, electric shock, etc. Read through the manual carefully and keep it for later reference. Give the device to other people only together with the manual.

Safety notice

A guarantee that the device will function perfectly and operate safely can only be given if the generally standard safety precautions and device-specific safety notices on this sheet are observed. The device is intended for professional use. The rechargeable battery integrated in the device must never be charged in an ambient temperature below 0 °C and above 40 °C! Perfect functionality and safe operation can only be guaranteed for temperatures between -20 °C and +60 °C. The device is not a toy. Keep it away from children and animals. Protect the device from extreme temperatures, heavy jolts, moisture, combustible gases, vapors and solvents. The safety of the user can be compromised by the device if, for example, damage to it is visible, it doesn't work anymore as specified, it was stored for a longer period of time in unsuitable conditions, or it becomes unusually hot during operation. When in doubt, the device must principally be sent in to the manufacturer for repairs or maintenance.

Disposal / WEEE notification

This product must not be disposed of together with your other household waste. It is your responsibility to dispose of this device at a special disposal station (recycling yard), at a technical retail center or at the manufacturer.

FCC declaration

This device contains FCC ID: SH6MDBT50Q
This device has been tested and found to comply with part 15B 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 or 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 into 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.

Modification to this product will void the user's authority to operate this equipment. This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions. (1) This device may not cause harmful interference. (2) This device must accept any interference received, including interference that may cause undesired operation.

Industry Canada declaration

This device contains IC: 8017A-MDBT50Q
This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.
This digital device complies with the Canadian regulatory standard CAN ICES-003.

Declaration of conformity

Tentacle Sync GmbH, Wilhelm-Mauser-Str. 55b, 50827 Cologne, Germany
declares herewith that the following product:

Tentacle TRACK E timecode audio recorder
complies with the provisions of the directives named as follows, including changes in them that apply at the time of the declaration.

This is evident from the CE mark on the product.
EN 55032:2012/AC:2013
EN 55024:2010
EN 300 328 V2.1.1 (2016-11)
Draft EN 301 489-1 V2.2.0 (2017-03)
Draft EN 301 489-17 V3.2.0 (2017-03)
EN 62479:2010
EN 62368-1:2014 + AC:2015

Ulrich Esser, CEO - Cologne, 05.10.20

13.1 TECHNICAL SUPPORT AND INFORMATION

support@tentaclesync.com
https://tentaclesync.com
TENTACLE SYNC GmbH
Wilhelm-Mauser-Str. 55b, 59827 Cologne, Germany
Tel.: +49 221 677 832 032

WARRANTY POLICY

The manufacturer Tentacle Sync GmbH grants a warranty of 24 months on the device, provided that the device was purchased from an authorised dealer. The calculation of the warranty period begins on the date of the invoice. The territorial scope of protection under this warranty is worldwide.

The warranty refers to the absence of defects in the device, including functionality, material or production defects. The accessories enclosed with the device are not covered by this warranty policy.

Should a defect occur during the warranty period, Tentacle Sync GmbH will provide one of the following services at its discretion under this warranty:

- free repair of the device or
- free replacement of the device with an equivalent item

In the event of a warranty claim, please contact:
Tentacle Sync GmbH, Wilhelm-Mauser-Str. 55b, 50827 Cologne, Germany

*Claims under this warranty are excluded in the event of damage to the device caused by

- normal wear and tear
- improper handling (please observe the safety data sheet)
- failure to observe safety precautions
- repair attempts undertaken by the owner

the warranty also does not apply to second-hand devices or demonstration devices.

A prerequisite for claiming warranty service is that Tentacle Sync GmbH is allowed to examine the warranty case (e.g. by sending in the device). Care must be taken to avoid damage to the device during transport by packing it securely. To claim for warranty service, a copy of the invoice must be enclosed with the device shipment so that Tentacle Sync GmbH can check whether the warranty is still valid. Without a copy of the invoice, Tentacle Sync GmbH may refuse to provide warranty service.

This manufacturer‘s warranty does not affect your statutory rights under the purchase agreement entered into with Tentacle Sync GmbH or the dealer. Any existing statutory warranty rights against the respective seller shall remain unaffected by this warranty. The manufacturer‘s warranty therefore does not violate your legal rights, but extends your legal position.

This warranty only covers the device itself. So-called consequential damages are not covered by this warranty.