



CONDITIONED PLAY INNOVATIONS **VRA SYSTEMS**

Traditional VRA PRO 3 COMBO MOUNT *(FLAT and/or CORNER)*

Dual VRA Pro



TRIO VRA Pro



VRA PRO 3 Pictured

VRA PRO 3 SYSTEM

(DRC) DUAL REMOTE COMPATIBILITY/REMOTE MEMORY

USER MANUAL

Firmware 1.9

Visual Reinforcement Audiometry System (VRA)



Quick Start Guide:

- Wireless Remote Functions and Operation
- Remote Pairing
- Remote Buttons
- Wired control configuration for ASP and ASP 2 audiometers ([see page 10&11 for Dip switch assignments](#))
- Brief Introduction to VRA

Installation:

- Sample recommended layout for multiple booth configurations
- Installation
- Troubleshooting
- **1 year Limited Warranty Information**
- **30 Day Return Policy**

Wireless Remote Control VRA PRO 3 MODEL

Functions and Operations Overview



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The wireless remote consists of a total of 7 buttons that control the function of the VRA Pro 3 Dual or (optional) VRA Pro 3 Trio, Quad or Cinco Systems. The remote control buttons are color coded and tactile for easy identification of its function and which device it will control.

- The LED Status indicator will flash red each time any button is pushed on the remote indicating the device has power.
- The yellow button (7) causes the centering/midline distractor toy to illuminate. The light will illuminate when the remote is first pushed to indicate function and will stay on as long as the button is depressed.
- The left blue button (1) activates the Primary LEFT Reinforcement Unit. Action for this unit will continue as long as the button is depressed.
- The right red button (2) activates the Primary RIGHT Reinforcement Unit. Action for this unit will continue as long as the button is depressed.
- **(Optional 4-5 unit Systems).** The left blue button (3) activates the Secondary LEFT Reinforcement Unit. Action for this unit will continue as long as the button is depressed.
- **(Optional 4-5 unit Systems).** The right red button (4) activates the Secondary RIGHT Reinforcement Unit. Action for this unit will continue as long as the button is depressed.
- The left black button (5) toggles the current Reinforcement Unit toy light and animation on and off. This is accomplished by pushing and releasing the desired Reinforcement Unit button then pressing and releasing the black toggle button.
- The black button (6) (VRA PRO 3) with **Option 1** (see Address Switch Instructions) selects a different front LED light sequence on the current Reinforcement Unit. This is accomplished by pushing and releasing the desired Reinforcement Unit button, then pressing and releasing the black LED pattern change button. **Option 2** will make the LEDs automatically cycle through the different LEDs colors with each push of the reinforcer button, also button (6) will now allow for control of the motion of the servo (toggles off/on). All button functions on the Wireless Remote are mutually exclusive. If using a **hard wired option** and a wireless remote, select **Option 1** on the address switch.



Wireless Remote Control

Pairing/Synchronization (FIRMWARE 1.9 and later)



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- When using the wireless remote control, all side Reinforcement Units must be synchronized to the wireless remote. This provides immunity from interference from other units in adjacent rooms.
- Install two (2) AAA batteries into the battery compartment of the Wireless Remote Control. Ensure the Wireless Remote Control is functional and all Side Reinforcement Units addressed correctly, power on all units in the room.

If VRA has never been paired (this is typically performed at the factory prior to shipment):

- Upon connecting to power the activity LED (mounted on PCA) and the white background lights will initially flash continuously for 1 minute, after 1 min the interior lights will stop flashing, but will still continue to wait for a remote signal, after the first remote is paired, the pairing window will remain open for one minute past the pairing of the first remote, or until the second remote is paired (whichever comes first) (Ver 1.9)
- Once two remotes have been "paired" or the "pairing" window has closed, the white background lights will stop flashing and the green activity LED on the circuit board will begin flashing at a rate of 1 flash every 2 seconds.
- This process can be done one VRA receiver at a time or all together.
- Contrary to earlier versions of the firmware, the "pairing" process does not need to be repeated when power is cycled since the "pairing" information is retained through a power cycle. Addressing of the VRA receivers can still be done at any time (power on or off).
- Changing the batteries in the Wireless Remote Controller will not require a re-synchronization but if the controller is replaced with a different unit, it must be synchronized to the Side Reinforcement Units in the room.

If a wireless remote needs to be changed/replaced, the new wireless remote is "paired" to the system as follows:

Install Note: *Unplug any adjacent VRA Pro 2 or VRA Pro 3 Systems with Firmware 1.9 or later prior to initiating this sequence.*

With the system powered, enter the code to initiate **"pairing reset sequence" – 56657**. This is accomplished using the wireless remote keys:

"Figure On/Off" (Black) = 5

"OPTION" (Black) = 6

"Center" (Yellow) = 7

Once this code is received by the VRAs, the activity LED and white background lights will flash indicating that a "pairing" window has opened to allow the "pairing" of a second controller if desired. At this point the VRAs are already "paired" with the replacement wireless controller from which the code was sent. If commands from a second (optional) controller are received, the white background lights will extinguish, and the activity LED will revert to a slow flash. If another controller is not activated within 1 minute, the window will close, and the flashing of the white lights will stop.

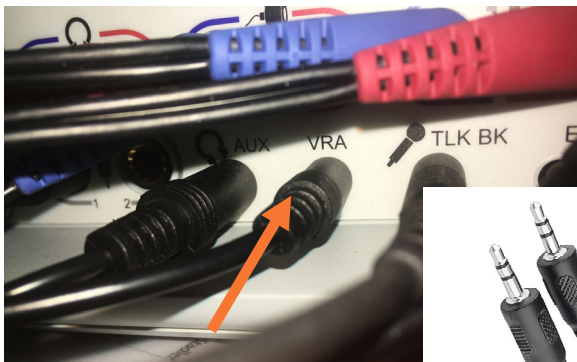


Wired Remote Control—ASP and ASP 2 Pairing/Synchronization



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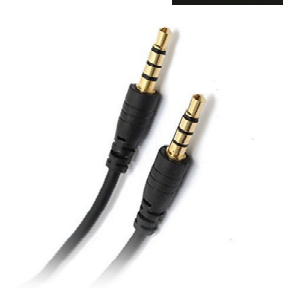
- Wired remote function is compatible with “DUAL”, “TRIO”, “Quad” and “Cinco” Unit Systems.
- It will **NOT** operate the “QUAD” or “CINCO” **secondary** units, but still operates the primary units (LEFT, RIGHT, and CENTER) no matter which units the wired controller is plugged into.
- Wired remote function has only been tested for compatibility with the GSI Audio Star Pro (ASP) and the GSI Audio Star Pro 2. All side Reinforcement Units must be synchronized to the Audio Star Pro. This provides immunity from interference from other units in adjacent rooms.
- Install VRA system, run either the TRS -1/8” stereo cable– (Original ASP) or a TRRS-(ASP 2) from the audiometer to the nearest side/large reinforcer unit.
- If you have an **ORIGINAL ASP** you will need the optional TRS cable (BLACK). If you have an **ASP 2** you will need the TRRS cable (WHITE). THESE CABLES ARE NOT INTERCHANGABLE AND WILL NOT ALLOW FOR PROPER DEVICE FUNCTION. **(See Below)**
- With the wired control cable ran (TRS for ASP or TRRS for ASP 2) and all Side Reinforcement Units addressed correctly, power on all units in the room. Perform the “Pairing Sequence 5667” (found on page 4). The white interior lights will flash for 1 min, push the VRA buttons for any remotes you wish to pair during this pairing/synchronization window, after the first remote is paired, the interior lights will flash slower for approx. 1-2 additional minutes, if a second remote is desired to be used, it must be paired during this pairing window. Up to two remotes may be paired (wired or wireless), after two remotes are paired, the pairing widow automatically closes.
- Using the Wired Remote Control buttons on the ASP or ASP 2, activate each of the side reinforcement and midline distractor/ centering toy unit with the appropriate button control. Each unit should respond accordingly.
- The Wired Remote Control and the Side Reinforcement Units will remain synchronized until a pairing sequence is initiated even if power is lost and restored to the units (FW 1.9 or later).
- **Adjacent VRA PRO 2 and VRA PRO 3 Systems.** If there are multiple systems in adjacent rooms and a pairing sequence is going to be initiated each system, must be removed from power, and then resynchronized one system at a time, to avoid synchronizing multiple systems to one remote. The wired remote/ASP or ASP 2 will not require the use of batteries. See Unit Addressing for ASP-1 and ASP-2 units (Page 10&11)



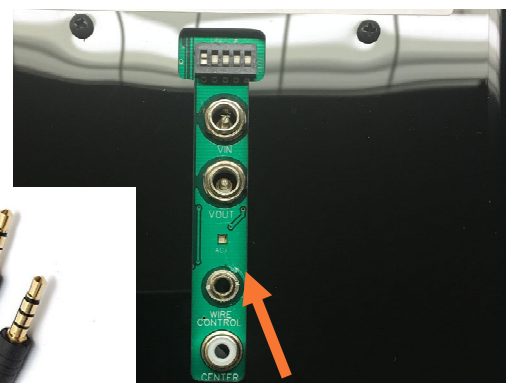
Back of ASP or ASP 2
Audiometer for hard
wired remote function



TRS 1/8” Cable for
wired remote function
for **ASP audiometer**.



TRRS 1/8” Cable for
wired remote function
for **ASP 2 audiometer**.



Bottom of VRA PRO 3 for
hard wired remote function

Visual Reinforcement Audiometry (VRA)

Introduction



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Purpose:

Visual Reinforcement Audiometry (VRA) is a audiological testing technique used to estimate frequency and ear specific hearing sensitivity and hearing loss type using a conditioned response procedure.

Intended Populations:

Infants between approximately 6-30 months developmental age.

Expected Outcome:

Estimation of hearing thresholds based on minimum response levels (MRLs) that have a close relationship with perceptual thresholds.

Practice Guidelines:

- Test Area: Sound treated audiometric booth
- Calibration: All transducers should be calibrated to meet current ANSI standards
- Otoscopy: Otoscopy should be performed prior to testing to ensure clear external auditory canals and to determine insert ear tip size to be used for testing.
- Patient preparation: Seated in a highchair or, when preferred, in the parent/caregiver's lap. Parents should be cautioned not to cue their children when a stimulus is presented.

Procedure:

- Transducers: Insert earphones coupled with an ear tip or child's personal earmolds, bone conduction vibrator, or sound field speaker(s) as determined by specific circumstances or test needs.
- Conditioning: Most children will provide a clear spontaneous head turn within 2-3 seconds upon the presentation of the first stimulus without classical conditioned (i.e., pairing the stimulus and reinforcer). Other children, might require additional conditioning. The preferred response with VRA is a 90 degree head turn. This response is less ambiguous for an audiologist to observe as compared to a 45 degree head turn.
- If no responses can be elicited, the use of a bone vibrator and/or a low frequency signal or speech can be used to illicit a vibrotactile response. If the child does not respond to a vibrotactile or a combination stimulus, it is likely that the task is not developmentally appropriate for the child or that the task is not sufficiently interesting to the child. In these circumstances, alternate hearing assessment procedures should be considered.
- Threshold search: Testing should begin after two consecutive correct responses have been obtained. A systematic bracketing protocol with a pre-determined start level, and step-sizes is recommended.
- Order of Presentation: Minimum Response Levels (MRLs) should be obtained for speech stimuli, followed by tonal stimuli with center frequencies of 500 Hz, 1000Hz, 2000 Hz, and 4000 Hz; order of the evaluation will depend on the focus of the evaluation. For example, starting with high frequencies first has the advantage of making an early determination of the need for amplification in case the child cannot participate in testing for all test frequencies. If insert phones can be utilized, consideration should be given to alternating ears between stimuli in order to obtain partial or complete data on both ears. (i.e. obtain MRL for speech in the right ear, then in the left ear, MRL for 2000 Hz in the right ear then in the left ear and so on).
- Midline Distractor/Centering Toy: Following the child's head turn towards the reinforcer, the centering/midline distractor toy in the booth can serve the function of returning the child's attention and gaze to the midline. This can also be done with the use of an assistant (i.e. student, parent, audiology assistant, or audiologist) in the test booth.
- Test Interpretation: Thresholds or minimum response levels consistent with normal hearing sensitivity vary depending upon the age of the child and are available in the literature (Sabo et al., 2003; Widen et al., 2005)
- Equipment Specifications: Audiometer with sound field capability; visual reinforcers (e.g. multiple animated toys individually housed in dark plexiglass boxes; illuminated and activated remotely, located 90 degrees to one or both sides of the child at eye level (reinforcers positioned at a 45 degree angle are generally insufficient for eliciting an observable head turn).
- Supplies: Disposable child-sized foam insert tips; quiet toys for mild-line distraction.

References:

Audiologic Guidelines for the Assessment of Hearing in Infants and Young Children, August 2012
https://img1.wsimg.com/blobby/go/85344bb4-4e29-4e7f-a55a-d096d7b6f0e9/downloads/1csukbfdm_128734.pdf

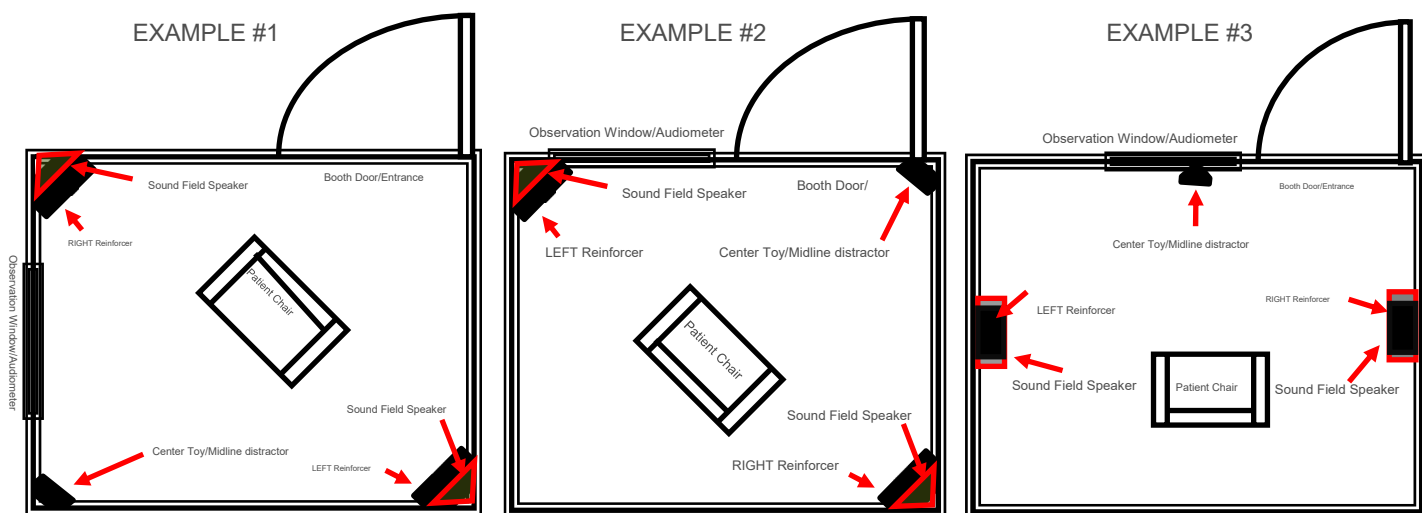
Visual Reinforcement Audiometry (VRA)

Corner Mount Booth Layout Examples



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- Reinforcers are placed at 90 degrees to each side of the patient. The preferred response with VRA is a 90 degree head turn. This response is less ambiguous for an audiologist to observe as compared to a 45 degree head turn.
- Reinforcers are placed close to the sound field speakers
- Midline Distractor/Centering Toy: Following the child's head turn towards the reinforcer, the centering/midline distractor toy in the booth can serve the function of returning the child's attention and gaze to the midline. Placed near 0 degrees azimuth.
- visual reinforcers (e.g. multiple animated toys individually housed in dark plexiglass boxes; illuminated and activated remotely, located 90 degrees to one or both sides of the child at eye level (reinforcers positioned at a 45 degree angle are generally insufficient for eliciting an observable head turn).



Visual Reinforcement Audiometry (VRA) Installation Procedure



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The VRA PRO 3 system has been designed for quick and easy installation in various locations in an audiometric suite. Corner, FLAT, VESA MOUNTED or even placed on a table.

Note: due to the variety of audiometric suite configurations, not all installation applications will be the same.

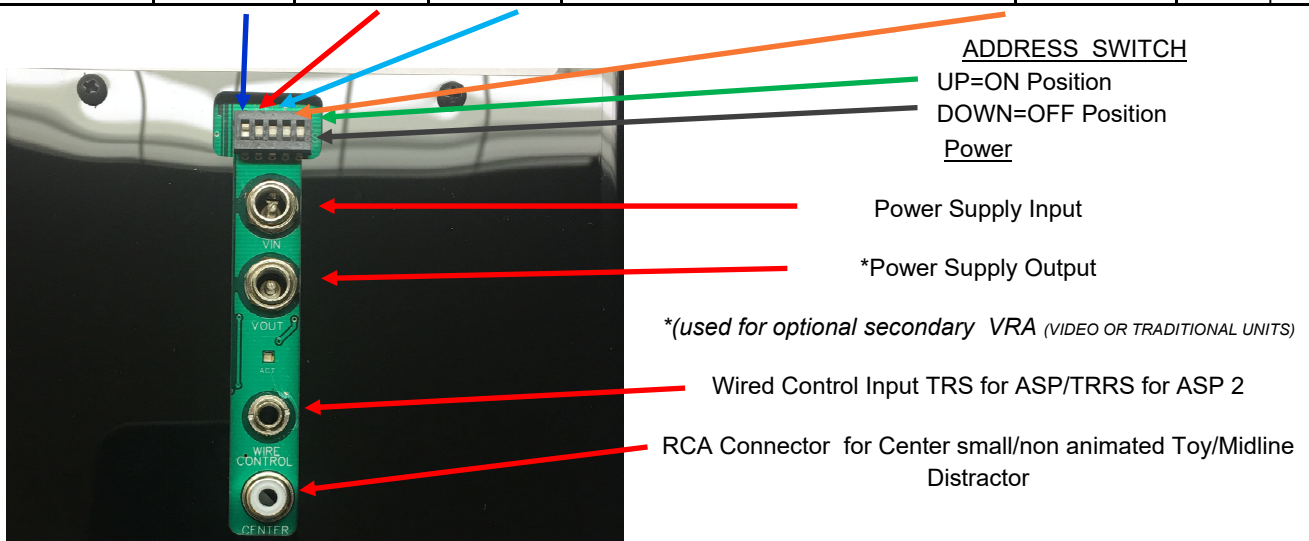
Note: if installing the VRA system below a sound field speaker or other object, you will need to leave at least 1 inch above the install template for the side reinforcer to go onto the screws and then drop down into the keyhole slots.

With a power drill, install the provided (SIDE) sheet metal screws at the top of the keyhole mark. Leave about 1/4" sticking out from the wall to allow for the plastic enclosure material to fit between the head of the screw and the audiometric booth wall.

- **Prior** to hanging the VRA Pro on the wall and plugging into power, double check that the LARGE unit address is properly assigned:

Side Unit Address Switch:

Switch Assignment	1	2	3		4	5
LEFT Primary	Off/Down	Off/Down	On/UP	DIP SWITCH 5 functions	Audiometer	Hard Wired
RIGHT Primary	Off/Down	On/Up	Off/Down	1 LED color cycle with remote button	ASP-1/TRS UP	Hardwired Off/Down
LEFT Secondary	Off/Down	On/Up	On/Up	Use this option when using wired remote.		
RIGHT Secondary	On/Up	Off/Down	Off/Down	2 LEDs Autocycle/LED button toggles animation	ASP-2/TRRS Down	Wireless only On/Up
Center Button	On/Up	On/Up	On/Up			



Bottom Panel of Side Reinforcer Unit-VRA Pro 3

- Run power cords (supplied) to each side reinforcer unit, use 10" extensions (included) when necessary.
(Excess power cable can be hidden easily behind the side reinforcer unit) Do not exceed 15' run with any unit.
- Install Centering Toy/Midline Distractor Unit in the same manner as the Side Units, use the (supplied) #4 sheet metal screws labeled center.
(Note: some applications may require different screws than the ones provided, if this is the case, consult with your local audiology equipment installer)
- Run 25' RCA cable from the centering toy/midline distractor box to the nearest side reinforcer unit.
(Excess RCA cable can be hidden easily behind the side reinforcer unit)
- Secure all loose wires and cables with adhesive tabs and zip ties, ensure that all wires are safely secured.

Visual Reinforcement Audiometry (VRA) Installation Procedure



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- Remove the smoke plexi cover panel (slides up and out of the unit), set out of the way so as not to get damaged or scratched.
- Leave in the LED panel (Most Installations). *If it needs to be removed for any reason-Do not pull or put strain on the LED wires (need to carefully unplug both the 4 pin and 2 pin wires), as this can cause intermittent function.*
- Remove VRA figure and magnetic base.
- Position the unit in the desired position, mark the keyholes using a pencil on the booth wall).
(Note: if installing the VRA system below a sound field speaker or other object, you will need to leave at least 1 inch above the top of the side reinforcer to go onto the screws and then drop down into the keyhole slots.)
- Install #6 –3/4" pan head sheet metal screws with a power drill, leave about 3/16-1/4" of space for plexi material to fit between the wall and pan head install screw.
- Dry fit the disassembled unit to ensure a proper fit. Use same procedure second, third and 4th units (if using a TRIO, QUAD, or CINCO and 5 UNIT VRA SYSTEMS).
- Replace figure, plug in VRA box and test to make sure the reinforcer faces forwards during movement, adjust appropriately, also test unit to ensure that the LEDs light up when remote is pushed.
- Replace smoke panel (slides from the top down into the unit)
- **DO NOT PUT SCREWS THROUGH THE PLASTIC ENCLOSURE,, USE KEY HOLES FOR INSTALLATION, non-keyhole installation will void the mfg warranty.**
- **Prior** to hanging the VRA Pro on the wall and plugging into power, double check that the side unit address is properly assigned:

Switch Assignment	1	2	3		4	5
LEFT Primary	Off/Down	Off/Down	On/UP	DIP SWITCH 5 functions	Audiometer	Hard Wired
RIGHT Primary	Off/Down	On/Up	Off/Down	1 LED color cycle with remote button	ASP-1/TRS UP	Hardwired Off/Down
LEFT Secondary	Off/Down	On/Up	On/Up	Use this option when using wired remote.		
RIGHT Secondary	On/Up	Off/Down	Off/Down	2 LEDs Autocycle/LED button toggles ani-mation	ASP-2/TRRS Down	Wireless only On/Up
Center Button	On/Up	On/Up	On/Up			

Side Unit Address Switch: **(VRA PRO 3-Firmware 1.9 and later)**

(See previous page photo/diagram for address questions)

- Run power cords (supplied) to each side reinforcer unit, use 10" extensions (included) when necessary.
(Excess power cable can be hidden easily behind the side reinforcer unit, do not exceed 15' run.)
- Install Centering Toy/Midline Distractor Unit in the same manner as the Side Units, use the (supplied) 3/4" panhead sheet metal screws labeled center.
(Note: some applications may require different screws than the ones provided, if this is the case, consult with your local audiology equipment installer)
- Run 25' RCA cable from the centering toy/midline distractor box to the nearest side reinforcer unit.
(Excess RCA cable can be hidden easily behind the side reinforcer unit)
- Secure all loose wires and cables with adhesive tabs and zip ties, ensure that all wires are safely secured.

Troubleshooting

Troubleshooting VRA PRO 3



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Side Units		
Problem	Possible Cause	Remedy
No Act LEDs	<ol style="list-style-type: none"> 1. Power connector not connected properly 2. Power module is not operational 3. Power module not plugged into powered main 4. LED connectors are not plugged in well to connections on Printed Circuit Board (PCB) 	<ol style="list-style-type: none"> 1. Seat connector completely in VIN/VOUT jacks 2. Replace power module 3. Plug power module into powered main outlet 4. Double check connections of LEDs into Printed Circuit Board (PCB)
No response from unit when using Wireless or Wired controllers	Unit # or Unit address not set	Set Unit # or Unit Address selector switch to 1, 2, 3, or 4 as appropriate, power cycle, perform pairing reset sequence (see page 4)
Servo Motor does not move but white LEDs light up	<ol style="list-style-type: none"> 1. Option button on wireless remote has been pushed 2. Servo motor not plugged in 	<ol style="list-style-type: none"> 1. Check option function on wireless remote 2. Check servo connection to Printed Circuit Board (PCB) 3. 2. Replace motor
While LEDs don't light up in centering toy	<ol style="list-style-type: none"> 1. Lose connection on RCA cable from side unit. 2. Faulty RCA cable 	<ol style="list-style-type: none"> 1. Check connections between Centering Unit and Side unit 2. Replace RCA cable
Two or more units activate at the same time	<ol style="list-style-type: none"> 1. Unit #'s/Unit address are set to the same number. 2. Adjacent rooms systems have been synchronized at the same time, and then remote buttons were pushed causing units to be paired to a single remote. 	<ol style="list-style-type: none"> 1. Reconfigure Unit #'s/Unit address and cycle power 2. Initial repairing sequence (see page 4), Unplug all systems, plug one system in at a time and re-synchronize, each system, one booth/room at a time
Wired controller does not work properly	Connector is not inserted completely	Seat connector completely in jack
Wireless Remote		
Status LED (red light directly above center button on remote) does not illuminate when buttons are depressed	<ol style="list-style-type: none"> 1. Faulty batteries 2. Dirty connectors in the battery compartment 3. Fault in circuit board/wiring 	<ol style="list-style-type: none"> 1. Install fresh batteries 2. Clean battery compartment connectors with rubbing alcohol on a cotton swab 3. Contact MFG or Service Rep for service.
Status LED does not turn on when button is pushed and no action is evident on side/center units	<ol style="list-style-type: none"> 1. Side units not powered 2. Side units not addressed correctly 	<ol style="list-style-type: none"> 1. Check power to side units. Check connection from centering unit to side unit. 2. Set appropriate unit #'s on each side unit. (1=LEFT primary, 2=RIGHT primary, 3=LEFT secondary, 4= RIGHT secondary)
No response from LED Status light	Low battery voltage	Replace batteries
No tactile button feedback	Stuck button	Wiggle button to free. Check button clearance on remote case
Side unit functions do not turn off when button is released	Stuck button/low battery or old VRA PRO 2 remote in the vicinity with low batteries.	Wiggle button to free/Check button clearance on remote case, Check/replace batteries. Remove batteries from VRA PRO 2 and dispose of old remote.

Returns and Refund Policy

Returns

Conditioned Play Innovations, LLC (CPI) offers a 30-day money-back satisfaction guarantee. If you are not pleased with your purchase from CPI, please contact us within 30 calendar days for an RMA approval for refund or replacement. If 30 days have passed since your purchase, unfortunately we cannot offer a refund or exchange.

All returns must be authorized by CPI and requested within 30 days of purchase. All returns are subject to a restocking fee of 20% of the cost of the device, plus the cost of all shipping fees are nonrefundable. Any product that is damaged, modified, or altered from installation or return shipping will not be approved for return.

Only products that were purchased from CPI and include all the original packaging, labeling, manuals and accessories will be eligible for return. The buyer is responsible for all shipping/transportation fees related to returning product. To complete your return, we require a receipt or proof of purchase, and a copy of the original PO must be included with the return.

Exchanges

CPI will only exchange items for the same item if they are defective or damaged within 30 days of purchase. If you need to exchange a product for the same item, contact us at sales@vrapro.com or 801-607-1800.

Shipping

You (the buyer) will be responsible for paying for all shipping costs for returning the item. Shipping costs are non-refundable. If you receive a refund, the cost of original and return shipping will be deducted from your refund. Once you have contacted CPI regarding your return and your return is approved, please mail the item to:

Conditioned Play Innovations>Returns

1418 N 3450 W

Provo, Utah 84601, USA

When shipping a returned item, please consider using a trackable shipping service or purchasing shipping insurance. We cannot guarantee that we will receive your returned item without tracking information.

Refunds

Once your return is received and inspected, CPI will send you an email to notify you that we have received your returned item. If your return is approved, your refund will be processed, and refund check will be issued and mailed out within 30 days.

Contact Us

If you have any questions on how to return your item, please contact us by email at sales@vrapro.com or by phone at [801-607-1800](tel:801-607-1800).

LIMITED WARRANTY

This is a "Limited Warranty" which gives you specific legal rights. You may also have other rights, which vary from jurisdiction to jurisdiction. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the limitation or exclusion under this Limited Warranty may not apply to you. Please keep your dated sales receipt; it is required for all warranty requests. Any dispute or controversy regarding this Limited Warranty arising from your use of your Conditioned Play Innovations products will be resolved by final and binding bilateral arbitration.

Warranty Coverage: For a period of one (1) year from the date of purchase of your Conditioned Play Innovations product, or one (1) year from the date of purchase of your original Conditioned Play Innovations product. Conditioned Play Innovations, LLC ("CPI") will, at its sole option, repair or replace any CPI products that malfunction due to defective parts or workmanship at no charge to you, the original owner. You will have to pay shipping & handling charges to and from CPI. This warranty is not transferable and applies only to the original consumer purchaser. CPI may, in its sole discretion, make any repair or replacement with new or refurbished product or components. If the product or component requiring repair or replacement is no longer available, CPI may, in its sole discretion, replace such product with a similar product of similar function.

Warranty Term: This warranty lasts one year from the original date of purchase.

Warranty Exclusions: Repair service or damage due to misuse, abuse, negligence, or casualty (e.g., fire), acts of God (including but not limited to lightning, flood, tornado, earthquake, or hurricane), and consumable parts (including batteries) are not covered by this warranty. Damage from unauthorized service or modification of the product or of any furnished component will void this warranty in its entirety. This warranty does not include reimbursement for inconvenience, installation, loss of use, shipping costs, or unauthorized service. In addition, this warranty does not cover any losses, injuries to persons, loss of property or general damages.

CONSEQUENTIAL AND INCIDENTAL DAMAGES ARE NOT RECOVERABLE UNDER THIS WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY IMPOSED ON THE SALE OF THIS VRA UNDER STATE LAW, ARE LIMITED TO ONE YEAR FOR THE VRA OR ANY OF ITS PARTS. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

We strongly suggest that you do not buy CPI products from any unauthorized sellers, as such products may be used, defective, counterfeit or may not be designed for use in your country. This warranty covers only CPI products and is not extended to other equipment, components, or devices that a customer uses in conjunction with our products. CPI's maximum liability under this warranty is limited to the original purchase price of the CPI product in question.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY, REPRESENTATION OR CONDITION OF MERCHANTABILITY OR THAT THE PRODUCTS ARE FIT FOR ANY PARTICULAR PURPOSE OR USE, AND SPECIFICALLY IN LIEU OF ALL SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES. IF CPI LLC CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY AND TO REPAIR OR REPLACEMENT SERVICE. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG A STATUTORY OR IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS

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MAY NOT APPLY TO YOU. REPAIR OR REPLACEMENT SHALL BE THE SOLE REMEDY OF THE CUSTOMER AND THERE SHALL BE NO LIABILITY ON THE PART OF CPI LLC FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO ANY LOSS OF BUSINESS OR PROFITS, WHETHER OR NOT FORESEEABLE. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION AND EXCLUSIONS MAY NOT APPLY TO YOU.

Service: In order to be eligible for service under this warranty, you MUST provide documentation of original receipt and purchase date.

For warranty requests: Please be prepared to describe the product (Make, Model, Serial Number, etc.) that needs service, the nature of the problem and to provide proof of purchase and date of purchase. You will also be required to return your existing device in accordance with directions that will be provided by CPI. CPI has no warranty obligations with respect any products that are excluded from warranty pursuant above, as reasonably determined by CPI, and the owner of such device shall bear all shipping costs to CPI and for the return of such product to owner. Any claim under this Limited Warranty must be submitted to CPI before the end of the warranty period described above. Please allow up to fourteen (14) business days for your warranty request to be processed.

If something goes wrong with your VRA PRO System, contact your local distributor that sold/ installed the system. If you purchased the device directly from Conditioned Play Innovations, contact us at conditionedplayinnovations@gmail.com or call us at 801-607-1800 for instructions on warranty service. Once you have obtained a repair authorization number (RMA#) send it postage paid with a brief written description of the problem to:

Conditioned Play Innovations-VRA systems
Attn: Service Department
2372 W 1200 N
Provo, Utah 84601

We will inspect your VRA and contact you within 14-21 business days of its receipt to give the results of our inspection and an estimate of the labor, time estimate, and charges required to fix the VRA. If you authorize repairs, we will return the repaired VRA within 14-21 business days of your authorization and payment of shipping, labor, or non-warranted charges. Availability of parts may delay repairs. Payment is due prior to releasing repaired devices. Devices will not be returned prior to payment of repair charges.

There is no charge for inspection.

Applicable Law: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.