
Warranty and Support for SMP-R

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Hardware Warranty

Scala Media Players are designed to provide robust media playback. All Scala Media Players come standard with a one-year warranty, you can obtain them with extended warranties for periods of up to five years.

Troubleshooting

If you are experiencing difficulties with your SMP-S-Media Player, please check the [FAQ for SMP-R](#) and [Troubleshooting for SMP-R](#) for tips and suggestions.

Support

If you need help during your warranty period, you can get support for Scala Media Players through your regular Scala [support channels](#).

Replacement Under Warranty

If our support team determines that your unit needs replacement, your support contact will provide you with a return merchandise authorization (RMA). Simply ship the unit back to us using the address we provide, and a replacement unit will be on its way to you.