

Title	3rd Party Product FAQ - Atomos Products
Audience	Tech Support, Demo Artists, Commissioning, Purchasing

Products covered in this version of the document:

Atomos Shogun Studio

1. Support Instructions

For issues with the Shogun Studio itself, this is a support issue for Atomos.

2. Warranty Instructions

For warranty issues with Shogun Studio, this is an issue for Atomos.

Encourage the customer to register the product for warranty purposes with Atomos.

<https://www.atomos.com/support/>

3. Documentation

Documentation for the Shogun Studio has been placed in SpringCM, under Ross Video / Sales & Marketing / Manuals / Third Party Products / Atomos

4. Ordering Instructions

Pending info from purchasing.

5. Tax & Customs Info

Country of manufacturing: China

6. Commissioning

Customer is doing the commissioning for these products.

Ordering information, also in Agile

Name:

Atomos

Address:

29 Nott Street
Port Melbourne, VIC 3207
Australia

Phone:



3rd Party Product FAQ

+61 3 9999 5908

Note there are offices in various regions, see contact page below

URL:

<https://www.atomos.com/contact/>

Contact:

Iracy DeFalco

Director of Operations

m: 732-861-9888

Email:

iracy@atomos.com

Revision History

2016-04-21, Steve Bland, ver 0.1, initial draft

2016-04-26, Steve Bland, ver 0.2, updates