GLIDECAM®

X-10™

Quick Setup Guide

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CHAPTER ONE
INTRODUCTION

Congratulations on your purchase of a GLIDECAM X-10.

In order to use the GLIDECAM X-10 system, it is best to have a basic understanding of how the system works in advance. So please make sure you read this section before trying to setup and operate the GLIDECAM X-10.

The GLIDECAM X-10 is a highly advanced, professional camera stabilization system that is very similar in design to the GLIDECAM SMOOTH SHOOTER; however, the X-10 comes with both sections of its SUPPORT ARM being able to move vertically, whereas the SMOOTH SHOOTER comes with only the front section of its SUPPORT ARM being able to move vertically. Also, the X-10 comes with a trimmable ARM-TO-VEST CONNECTOR, whereas the SMOOTH SHOOTER'S ARM-TO-VEST CONNECTOR is not trimmable.

The GLIDECAM X-10 is designed to allow you to walk, run, go up and down stairs, shoot from moving vehicles and travel over uneven terrain without any camera instability or shake when used with the GLIDECAM 2000 PRO or GLIDECAM 4000 PRO (not included). The GLIDECAM X-10 is designed for using cameras weighing up to 6 pounds when used with the GLIDECAM 2000 PRO, or for cameras weighing from 4 to 10 pounds when used with the GLIDECAM 4000 PRO.

The GLIDECAM X-10 does not come with a GLIDECAM 2000 PRO or a GLIDECAM 4000 PRO; however, it is specifically designed to be used with them, and when they are used, they are referred to as the SLED. The SLED carries your camera and is attached to the end of the SPRING-LOADED SUPPORT ARM, which, in turn, is attached to the GLIDECAM SUPPORT VEST.

When using the GLIDECAM 2000 PRO or GLIDECAM 4000 PRO in hand-held mode, your arm is carrying the weight of the SLED. However, when the 2000 PRO or 4000 PRO are used with the GLIDECAM X-10, it is the GLIDECAM X-10's SPRING-LOADED SUPPORT ARM that carries the weight of the SLED. Because of this, you will now be able to shoot for extended periods of time, whereas before, the stress associated with handholding the SLED reduced your shooting time.

If you already own one of our hand-held stabilizers, then you will be able to use it by simply attaching it to the end of the GLIDECAM X-10's Support Arm. Neither the GLIDECAM 2000 PRO, nor the GLIDECAM 4000 PRO need to be modified to work with the GLIDECAM X-10. You can use your camcorder's flip out LCD monitor, or a monitor that is attached to the base of your GLIDECAM 2000 PRO or 4000 PRO. This allows for remote viewing of the camera's image without disturbing the orientation of the system.

While the GLIDECAM X-10 is in essence a very simple device, its simplicity doesn't lend ease in answering that often asked question, "how does it work?" To answer this question would require delving into Newtonian Physics and Classical Mechanics. We would have to explain center of gravity displacement, inertia, reduced friction and angular motion reduction etc. However, a quick answer reveals the GLIDECAM X-10 works by "isolating" your body's motion from your camera, while your camera is balanced in an isolated and relatively motionless state. The GLIDECAM X-10'S SUPPORT ARM can be boomed up and down, as well as pivoted in and out and side-to-side. It is the combined booming and pivoting action of the SUPPORT ARM that isolates your motions from the camera in a way that creates smooth camera footage.

The GLIDECAM X-10 is a highly developed and meticulously engineered camera stabilization system. Its ability to shoot smooth imagery within its weight range is extraordinary. It out performs all of the competition in its class, yet remains truly economical. The GLIDECAM X-10 is the realization of the need to stabilize lightweight cameras using the same degree of sophistication employed to stabilize heavy cameras. Acquiring the type of smooth footage that you have always dreamed of is entirely possible with the GLIDECAM X-10.

The GLIDECAM X-10 requires practice and understanding to achieve professional looking results. We highly recommend that the user reads this manual thoroughly before setting up and operating the GLIDECAM X-10. Doing so will save you time, and will minimize the risk of damage to your camera or the GLIDECAM X-10. It is important to perform and follow the Setup and Operation's procedures in the proper sequence, in order to avoid both frustration and a possible accident.

If you need technical assistance, you can call our Technical Support Line at 1-781-585-7900, between the hours of 10:00 AM and 5:00 PM, Eastern Standard Time, Monday through Friday. We're sure that once you have your GLIDECAM X-10 up and running you will find years of enjoyment with it.

CHAPTER TWO
QUICK SETUP

Since you will be using your GLIDECAM X-10 with either a GLIDECAM 2000 PRO or a GLIDECAM 4000 PRO (hereafter referred to as the SLED), you should make sure that your SLED is already setup and properly balanced. Please see the GLIDECAM 2000 PRO or 4000 PRO Manual for details regarding proper SLED setup and balancing procedures.

Figure 1

Figure 2

Included is a GLIDECAM X-10 DOCKING BRACKET, which allows you to park your SLED while it is not in use. Securely attach and tighten the DOCKING BRACKET onto the 5/8" RECEIVING PIN of an INDUSTRY-STANDARD C-STAND (Not Included) as in figures 1 and 2.

It is always best to park your SLED on the provided DOCKING BRACKET, as in figure 3. Although, if you do not currently have a C-STAND, it is acceptable to park your SLED on a TABLE TOP and therefore not use the DOCKING BRACKET.

Figure 3

When you park your SLED onto the DOCKING BRACKET, make sure that the SLED'S HANDLE is facing directly outwards as in figure 3. By parking your SLED this way on the DOCKING BRACKET, it will be easily accessible to you when it comes time to put the SLED onto the end of the SUPPORT ARM.

THE GLIDECAM X-10 SUPPORT ARM

The GLIDECAM X-10's Dyna-Elastic™ dual-articulating SUPPORT ARM incorporates 38 precision radial bearings within its machined T6 aluminum structure. The placement and implementation of these double-shielded bearings produce minimal friction and allow the Dyna-Elastic™ SUPPORT ARM to pivot and boom very smoothly, and with virtually no noise.

Four high-carbon alloy EXTENSION SPRINGS are employed within the SUPPORT ARM's hard-coat anodized EXOSKELETAL SHELLS. Utilizing class three levers, the energy of the EXTENSION SPRINGS acts upon internal FULCRUM POINTS, and provides the SUPPORT ARM with its lifting power. The spring tension is field adjustable and allows for varying camera weights.

Our proprietary spring Inter-X-Change™ system makes the installation and removal of the springs quick and easy. The SUPPORT ARM can be setup and used in either a Two-Spring Mode, or a Four-Spring Mode. In the Two-Spring Mode, the SUPPORT ARM can hold a total combined camera and hand-held stabilizer weight of 9 pounds. In the Four-Spring Mode, the SUPPORT ARM can hold a total combined camera and hand-held stabilizer weight of 18 pounds.

A key design feature of the SUPPORT ARM is that it incorporates our Light-Force™ technology. This means that literally only a "light" force or effort is required by the operator to hold the arm at any given position, or to boom the arm up and down. It is this Light-Force™ feature that provides the operator with the optimum amount of camera buoyancy or float.

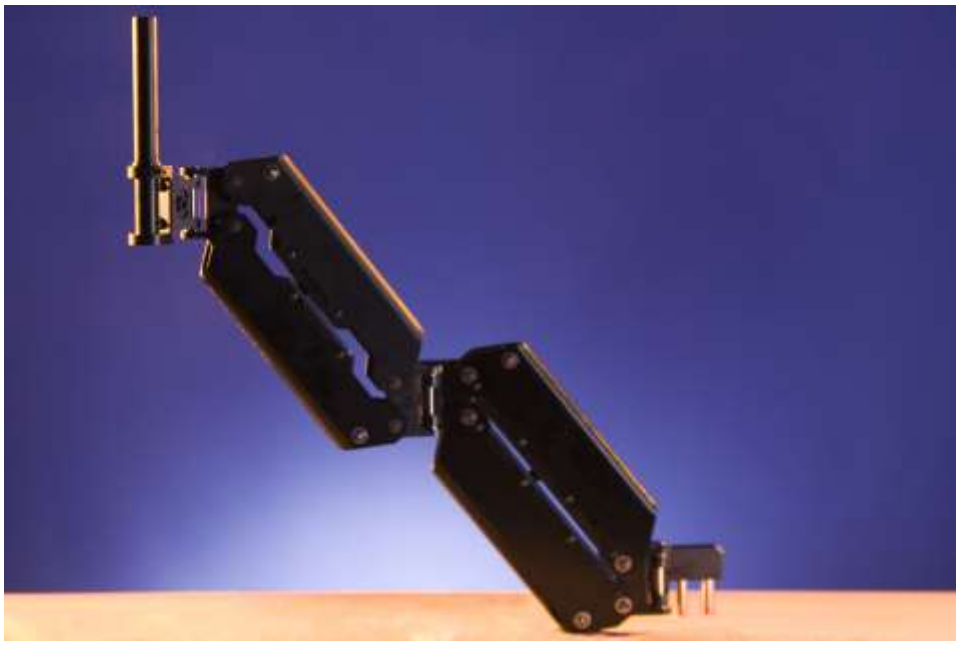

Figure 4

The GLIDECAM X-10 SUPPORT ARM (figure 4) comes pre-configured with four EXTENSION SPRINGS, which are already installed. These SPRINGS are also preset to their weakest LOAD SETTING. Later, in the CONFIGURATION SECTION, we will discuss how to make adjustments to the arm in detail. For now, leave the SPRINGS in the SUPPORT ARM at their factory setting.

Now, install the BLACK ARM POST into the ARM POST CLAMP at the end of the SUPPORT ARM, as in figures 5 and 6.

Figure 5

Figure 6

Figure 7

Tighten the ARM POST into the ARM POST CLAMP, making sure to align the NOTCHES in the ARM POST so that they face the TIGHTENING SCREW as shown in figure 7. Do not OVERTIGHTEN this PLASTIC TIGHTENING SCREW, for this could damage the THREADS. The reason that the TIGHTENING SCREW is made of plastic is so that it will not scratch the ARM POST.

THE GLIDECAM X-10 SUPPORT VEST

The GLIDECAM X-10 SUPPORT VEST is lightweight, comfortable and can be adjusted to fit a wide range of operators. High endurance, dual density, EVA foam padding and integral T6 aluminum alloy create a vest that can hold and evenly distribute the weight of the system across the operator's shoulders, back, and hips. For safety, quick-release, high-impact buckles allow the vest to be removed quickly. The VEST's outer shell is made of 1000 denier cordura fabric and 7-panel seat belt strapping, noted as being the best in the industry.

The GLIDECAM X-10 SUPPORT VEST incorporates a unique and proprietary ARM-TO-VEST CONNECTOR that allows the angle of the SUPPORT ARM to be adjusted relative to the SUPPORT VEST. This trimming mechanism allows you to neutralize the weight of the SUPPORT ARM relative to your body's center of gravity. When set correctly, the effort required while shooting is greatly reduced. Another unique and proprietary feature of the ARM-TO-VEST CONNECTOR is that it allows the SUPPORT ARM to be attached and removed from the VEST without affecting the operator's selected trim settings.

Figure 8

Put the GLIDECAM SUPPORT VEST on next. Adjust the STRAPS on the VEST until the VEST fits you comfortably; however, make sure that the VEST is not on too loosely, for it needs to bear the combined weight of the SUPPORT ARM and SLED. Also, you should make

sure that the very bottom of the vest is not positioned so low on your torso that it inhibits your legs from moving up and down fully if you are planning on walking up and down stairs or walking over uneven terrain.

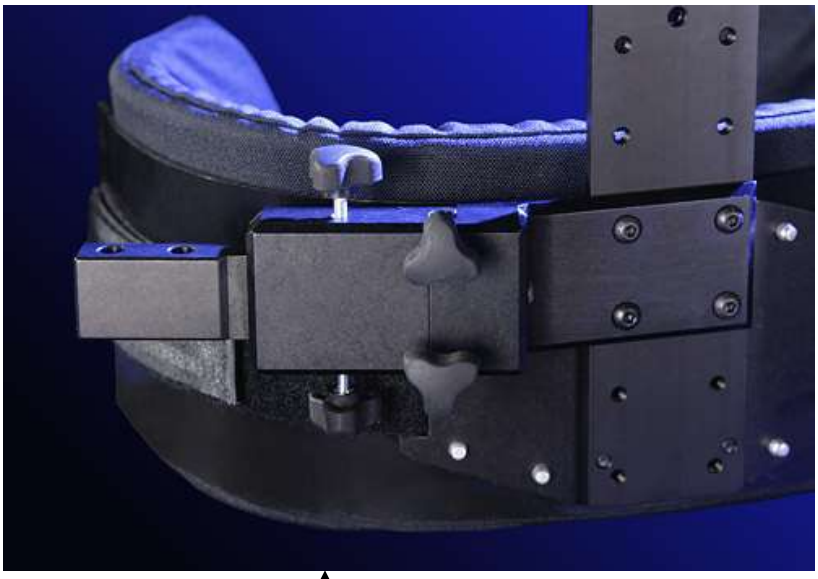

Figure 9

Connect the GLIDECAM X-10 SUPPORT ARM to the GLIDECAM SUPPORT VEST. First, note the location of the two RECEIVING HOLES in the ARM CONNECTOR BAR shown by the solid arrow in figure 9. Next, carefully align and guide the two STEEL PINS located on the back end of the RIGID ARM down into the two RECEIVING HOLES. Make sure that the arm is fully inserted into the RECEIVING HOLES.

To change the horizontal bar (bridge plate) attached to the vertical plate from right to left or left to right, unscrew the four screws. Then flip it around and attach it again by using the four screws, as shown by the dotted arrow in figure 9.

The two knobs on the front of the bridge plate are to adjust the arm in front of your body. When you tighten the top you must also loosen the bottom screw to get the sled to come towards you and when you tighten the bottom you must loosen the top at the same time to get the sled to move away from you. The two knobs on the top and bottom of the bridge plate are to adjust the arm left to right in front of your body. Once you have the desired position make sure that both bolts are tight. The adjustment gets the sled to the position you most often use without having to apply much pressure to keep it there.

Figure 10

If everything has been done properly so far, you should now have the SUPPORT ARM attached to the VEST, as in figure 10 (without the camera).

Figure 11

Figure 12

You can now attach the SUPPORT ARM to the SLED by carefully aligning and guiding the ARM POST all the way into the bottom of the SLED HANDLE as in figures 11 and 12. After you have done this, hold onto the SLED HANDLE **firmly** so that as you **carefully** lift the SLED straight up and out of the DOCKING BRACKET, you can make sure that the weight of the SLED is in the control of **your** ARM and not the SPRING-LOADED SUPPORT ARM. Now gradually let the SUPPORT ARM take over the job of holding the weight of the SLED. If your SLED is **too heavy** for the SUPPORT ARM at its current LOAD SETTING, the weight of the SLED will angle the SUPPORT ARM downwards. If your SLED is **too light** for the SUPPORT ARM at its current LOAD SETTING, the SLED will angle the SUPPORT ARM upwards.

If your SLED is the correct weight for the SUPPORT ARM at its current LOAD SETTING, the ARM will remain level as in figure 13.

Figure 13

If your SLED is **too heavy** for the SUPPORT ARM, in the ARM'S current factory setting, you will need to increase the SPRING TENSION of the ARM by following the procedures outlined in the ADJUSTING THE LOAD SETTINGS OF YOUR SUPPORT ARM section of this manual.

If your SLED is **too light** for the SUPPORT ARM, in the ARM'S current factory setting, you will need to decrease the LOAD CAPACITY of the ARM by removing one of the SPRINGS as outlined in the REMOVING THE SPRINGS FROM YOUR SUPPORT ARM section of this manual.

Figure 14*

The GLIDECAM X-10 is designed to work best when the system is operated with the SLED positioned directly in front of you, as in figures 14 and 15. This position allows you a clear view of either the LCD MONITOR on your camcorder or the LCD MONITOR on the BASE PLATFORM of your SLED.

Figure 15*

Also, you should note that when using the GLIDECAM 2000 PRO or GLIDECAM 4000 PRO in HAND-HELD mode, you were instructed to firmly hold onto the HANDLE. This was due to the fact that you had to support the entire weight of the system in your hand. However, now that the X-10 SUPPORT ARM is holding the weight of the system, holding the HANDLE gently, as in figure 15, yields superior results.

*Please note that these photographs actually show the GLIDECAM SMOOTH SHOOTER; however, the GLIDECAM X-10 should be positioned in the same way.

CHAPTER THREE
ADJUSTING THE LOAD SETTINGS OF YOUR SUPPORT ARM

In order to change the LOAD SETTING of the SUPPORT ARM, you will need to either change the SPRING TENSION within the ARM, or add or remove a SPRING from the ARM. Both of these changes can be made using the supplied ALLEN WRENCHES (not shown).

When you receive your GLIDECAM X-10, it comes pre-configured with four SPRINGS already installed and set to their weakest SPRING TENSION setting.

In order to adjust the SPRING TENSION in the SUPPORT ARM, you must first make sure that the SLED is not on the end of the ARM and that the ARM is not attached to the VEST. You must also make sure that the ARM is not under load and that it is angled upwards.

Figure 16

To increase or decrease the SPRING TENSION within the ARM, you will need to either lengthen or shorten the SPRING with an ALLEN WRENCH as shown in figures 16 and 17.

Figure 17

Figure 18

When you change the length of the SPRINGS, you will be able to see their positions change in the GUIDE SCALE WINDOWS located on the top and bottom of the SUPPORT ARM (figure 18).

The MARKINGS next to the GUIDE SCALE WINDOWS indicate the different LOAD SETTINGS. You can set the SPRINGS from 0 to 6 and anywhere in between, with 0 being the weakest, and 6 being the strongest.

If your SLED is **too heavy** for the SUPPORT ARM, you will need to increase the SPRING TENSION of the ARM. If your SLED is **too light** for the SUPPORT ARM, you will need to decrease the SPRING TENSION of the ARM. Additionally, you may need to either add or remove a SPRING from each section of the SUPPORT ARM to either increase or decrease the ARM'S load-carrying capacity. Your goal in making these adjustments is to support the weight of the SLED while the ARM remains level, as shown in figure 13.

When you use the SUPPORT ARM with only two SPRINGS in it, it can hold a maximum load of **9 pounds** at its strongest setting. When you use the SUPPORT ARM with four SPRINGS in it, it can hold a maximum load of **18 pounds** at its strongest setting. It should be pointed out that the maximum loads above refer to the weight of your CAMERA and SLED combined, and not just the weight of your CAMERA alone.

NOTE: The GLIDECAM X-10 SUPPORT ARM is optimized to take advantage of the principle that the more inert a camera system is, the more stable it is. In other words, the heavier your camera or combined camera and SLED are, the more stable your resulting footage will be. Therefore, you should always try to use the GLIDECAM X-10 SUPPORT ARM at its maximum LOAD CAPACITY for a given SPRING combination. In practice, this optimization will occur when a 9-pound SLED is used with only two SPRINGS installed in the arm, or when an 18-pound SLED is used with four SPRINGS installed in the arm.

We have provided six **STEEL WEIGHT PLATES** (figure 19) with the GLIDECAM X-10 so that you may use them to increase the total weight of your SLED. This is so that the combined weight of your CAMERA and SLED can equal approximately 9 pounds when used with two SPRINGS in the ARM, or 18 pounds when used with four SPRINGS in the ARM.

In addition to the STEEL WEIGHT PLATES, we have also provided two different types of ARM POSTS; one black, lightweight ARM POST, and one heavy, stainless steel ARM POST. These are shown in figure 20.

Figure 19

The heavy, stainless steel ARM POST weighs approximately 1.25 pounds and can be used to quickly increase the total load at the end of the ARM. Increasing the load at the end of the SUPPORT ARM is, in effect, equivalent to increasing the weight of the SLED.

Figure 20

CHAPTER FOUR
REMOVING THE SPRINGS FROM YOUR SUPPORT ARM

Figure 21

In general, when using a GLIDECAM 2000 PRO, you will achieve superior stabilization with only two SPRINGS installed in the SUPPORT ARM. When using a GLIDECAM 4000 PRO, you will achieve superior stabilization with four SPRINGS installed in the SUPPORT ARM.

Figure 22

Figure 23

In order to remove or install either of the SPRINGS in the SUPPORT ARM, you must first make sure that the SLED is not on the end of the ARM and that the ARM is not attached to the VEST. You must also make sure that the ARM is not under load and that it is angled upwards. With the ARM angled upwards, you can easily remove the ADJUSTER BOLT as shown in figures 21-23.

With both ADJUSTER BOLT removed, you can now angle the SUPPORT ARM downwards, thereby allowing you easy access to each SPRING'S RETAINING BOLTS as in figure 23.

NOTE: You will not be able to angle the SUPPORT ARM downwards if the ADJUSTER BOLT remains attached to the SPRING. The ADJUSTER BOLT must be removed for the ARM to be angled downwards.

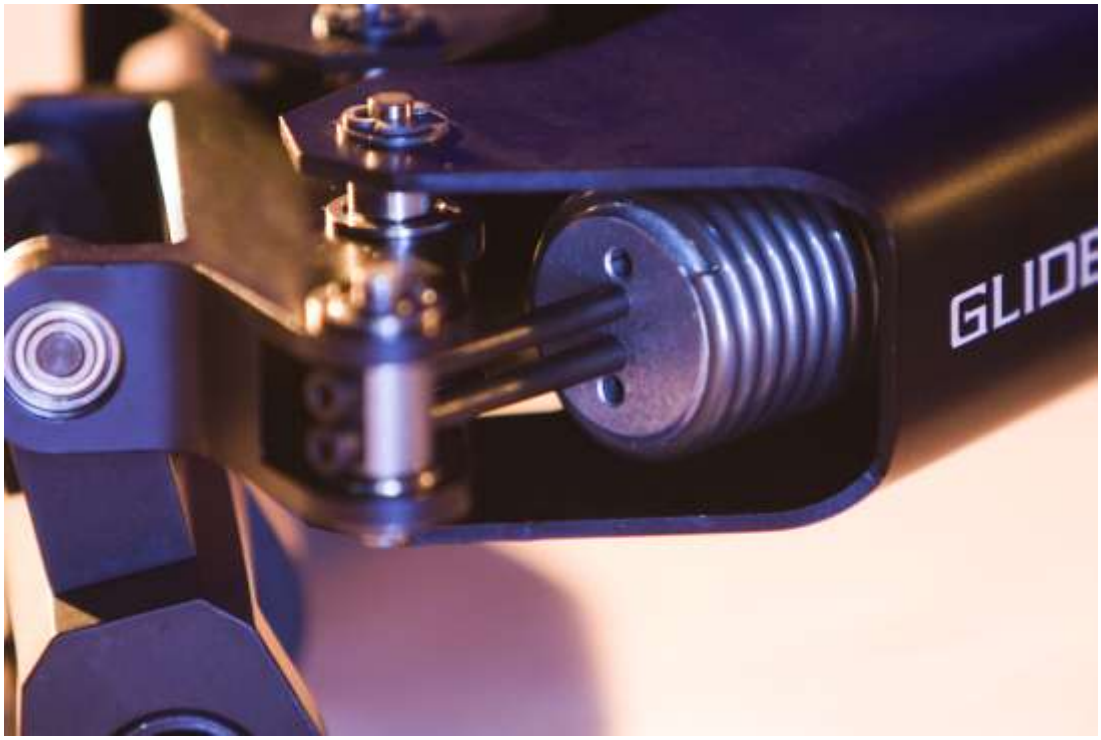

Figure 24

Figure 25

With the ARM angled downwards, you can now easily remove the RETAINING BOLTS as shown in figures 24 and 25.

Figure 26

Now that the ADJUSTER BOLT and RETAINING BOLTS are disconnected from each end of the SPRING, you will be able to slide the SPRING out of the SUPPORT ARM as shown in figure 26.

CHAPTER FIVE
INSTALLING THE SPRINGS INTO YOUR SUPPORT ARM

Figure 27

Figure 28

When installing the SPRINGS into the SUPPORT ARM, you need to make sure you are holding the back end of the SPRING (shown in figure 28) and inserting the front end of the SPRING (shown in figure 27) into the SUPPORT ARM, as shown in figure 29.

Figure 29

Make sure the SUPPORT ARM is angled downwards so you can easily install the SPRINGS.

Figure 30

Insert the SPRING into the SUPPORT ARM. Next, thread the RETAINING BOLTS into the end of the SPRING and use the ALLEN WRENCHES to firmly tighten the RETAINING BOLTS into the back of the SPRING as shown in figure 30.

Figure 31

Once you have tightened the RETAINING BOLTS, the SUPPORT ARM and SPRING should look like figure 31.

Figure 32

Now that the SPRING is connected to the RETAINING BOLTS, angle the SUPPORT ARM upwards, taking care that the HEADS of the RETAINING BOLTS do not hit any part of the ARM as in figure 32.

Figure 33

With the SPRING inside the SUPPORT ARM and the ARM angled upwards, manually connect the ADJUSTER BOLT so that it threads into the center of the SPRING as shown in figure 33. Using an ALLEN WRENCH, rotate the ADJUSTER BOLT clockwise until the SPRING reaches at least the position marked “0” on the GUIDE SCALE WINDOW.

NOTE: When installing the SPRINGS into the SUPPORT ARM, you will need to make sure that all the RETAINING BOLTS are installed **first**, before you will be able to connect the ADJUSTER BOLT.

CHAPTER SIX
SPECIFICATIONS

- The SUPPORT ARM can be setup and configured so either a left-handed, or a right-handed operator can use the system.
- Dual Support Arm Boom Range: 30"
- Dual Support Arm Weight: 5 pounds 12 ounces in Two Spring Mode, without arm posts.
- Individual Weight Plates: each 12.9oz (366 grams)
- All measurements and weights are approximate.

The GLIDECAM X-10 System includes: GLIDECAM X-10 SUPPORT ARM, SUPPORT VEST, DOCKING BRACKET, (1) Stainless Steel ARM POST, (1) Aluminum ARM POST, (6) Steel WEIGHT PLATES, Hardware and Operations Manual.

Glidecam X-10 Accessories coming soon.

CHAPTER SEVEN
WARNINGS

If you are not parking your SLED on the DOCKING BRACKET, please make sure that you are very careful when picking up and putting down your SLED. Your SLED can be heavy and could cause injury to your back if you are not cautious when using it. Be sure to bend your legs, instead of your back when lifting the SLED up, or when placing the SLED down. **If you have lower back problems, or have had prior back injuries, then you should not use the GLIDECAM X-10**. Again, if you use the GLIDECAM X-10, please make sure you do so carefully. You may wish to consider using a store bought back brace or back support pad around your back and waist, to give your back some extra support.

You should also make sure that you are very careful when using the GLIDECAM X-10 at night or in low light conditions. Do not make the mistake of focusing so much on what you are shooting that you trip over something, or wander into something dangerous like a body of water or automobile traffic. If you do end up using the GLIDECAM X-10 around water, then be very, very careful that you do not fall into the water. Always have at least two assistants with you if you use your GLIDECAM X-10 around water. Even though the foam padded VEST portion of the GLIDECAM X-10 can act like a flotation device, it will not help you float in water if the SLED and ARM are still attached to it. If you do find yourself in water, then immediately remove the GLIDECAM X-10 from your body and get to safety. Also, never place your fingers, etc., into the open sections of the SPRING ARM, for they can be crushed in the mechanism as it moves.

NOTE: It is best to always wear protective KNEE PADS when operating your GLIDECAM X-10. Use the type of KNEE PADS that are used in the roller blade, in-line skating sports world, for they are very rugged. Wearing KNEE PADS will help to protect your knees in the advent that you fall forward, and falling on your knees with the combined weight of your body and your GLIDECAM X-10 system could very seriously damage your knees, so please behave like a professional and wear KNEE PADS.

NOTE: Never run so fast with the GLIDECAM X-10 that you could fall down while running, as this could seriously injure yourself, and/or damage your equipment.

NOTE: EVERY TIME YOU USE THE GLIDECAM X-10, YOU SHOULD ALWAYS LOOK THE SYSTEM OVER COMPLETELY BEFORE YOU ACTUALLY USE IT. THE REASON FOR THIS PRE-SHOOT INSPECTION IS TO ENSURE REASONABLE SAFETY FOR BOTH THE OPERATOR AND THE EQUIPMENT. WHEN INSPECTING THE SYSTEM LOOK TO SEE IF ALL THE CLIPS THAT HOLD THE SUPPORT ARM TOGETHER, AND THE VARIOUS CONNECTORS AND FASTENERS ARE ALL IN PROPER WORKING ORDER. ONLY WHEN YOU ARE SURE THAT THE SYSTEM IS WORKING CORRECTLY SHOULD YOU THEN USE THE GLIDECAM X-10. AGAIN, THIS PRE-SHOOT INSPECTION SHOULD BE DONE EVERY TIME YOU USE THE GLIDECAM X-10.

CHAPTER EIGHT
MAINTENANCE

Bearing Maintenance: The integrally shielded BALL BEARINGS on your GLIDECAM X-10 are made of hardened steel alloy. If after some period of time your BEARINGS don't turn smoothly, you can oil them lightly. We recommend that you use very little oil. Very little, because this is all that is needed and anything more than a little will end up coming out of the bearing and onto the rest of your GLIDECAM X-10. The shields on the BEARINGS protect the BEARINGS from dirt and sand, etc. However, even with these shields in place, direct contact with sand or other debris could render the BEARINGS inoperative. So avoid contaminates of this nature when ever possible. Oil should be applied between the races of the bearing and its shields.

Storage: If you are going to store your GLIDECAM X-10 for a long period of time, then please make sure that the SUPPORT ARM is stored with the SPRINGS set at their weakest and least stretched out position. Always store the system with the SPRING ARM angled in its uppermost, relaxed position. Also, please store the GLIDECAM X-10 in a normal or low humidity area whenever possible. If you are unable to find an environment like this, then we suggest you store the GLIDECAM X-10 in a plastic container or bag.

Packing and Transportation: Whenever you are shipping, packing, or traveling with your GLIDECAM X-10, please do not attempt to compress or squeeze the plastic WAIST SUPPORT section of the VEST too tightly, as this could break the plastic. Also, when shipping, make sure that all of the parts of the GLIDECAM X-10 are packed in such a way that they cannot bang into, or rub directly against one another.

Cleaning: Do not use solvents or harsh cleaners of any kind on your GLIDECAM X-10. If your GLIDECAM X-10 becomes dirty, use only a cloth or sponge with water to rub it clean. Harsh cleaning products could damage the finish of your GLIDECAM X-10.

CHAPTER NINE
WARRANTY

For one year from the date of shipment, we will repair or replace your Glidecam X-10, free of charge, in the event of a defect in materials or workmanship (the shipment date appears on your purchase receipt) that occurs during normal use in accordance with the Glidecam X-10's instruction manual. Shipping, packing, and insurance costs to and from the factory are your responsibility. This limited warranty extends only to the original purchaser, and you will need your purchase receipt. This warranty does not cover, by way of example, damage caused by products not supplied by us, or damage resulting from mishandling in transit, accident, misuse, vandalism, neglect, modification, or lack of reasonable care of the Glidecam X-10, or service by anyone other than us. There are no express warranties except as listed herein. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

WE ARE NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THE GLIDECAM X-10 SYSTEM OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE ONE-YEAR WARRANTY PERIOD.

To obtain service during (or after) the warranty period: Contact the Glidecam Industries Inc. Customer Service Department by calling 1-781-585-7900, or write to us at: Glidecam Industries, Inc. 23 Joseph Street, Kingston, MA 02364, and explain the problem.

DO NOT SEND THE GLIDECAM X-10 TO US WITHOUT FIRST OBTAINING A RETURN AUTHORIZATION NUMBER.