



HARMAN LUXURY AUDIO GROUP

FACTORY AUTHORIZED SERVICE WITHIN THE UNITED STATES OF AMERICA

Obtaining Service

We take great pride in our Service Partners. Their experience and dedication make these professionals ideally suited to assist with our customers' service needs. If your component must be serviced, please contact one of our authorized service providers. If you have any questions about how to obtain service or this process, please contact Customer Luxury Support.

****This repair form is required to be filled out and sent along with your product to the service center of your choice****

Important!

It is extremely important that the information about a problem with your unit be explicit and complete. A specific and comprehensive description of the problem helps the service center locate and repair the issue as quickly and as efficiently as possible.

Warning!

All returned units must be properly packaged (preferably in their original packing material). The best way to ensure the safe transit of your unit is to use the original factory packaging. You can order a new set of shipping materials (based on availability) if you need to ship your component and no longer have the original packaging materials. **Customers will be charged for acquiring new original packaging materials.** Neither HARMAN Luxury Audio Group nor the service center can be responsible for shipping damage due to improper (that is, non-original) packaging. We strongly recommend saving all packing materials in case you ever need to ship your unit to service, either during its warranty period or years after.

****Shipping and Warranty Information****

For all NON-WARRANTY service, the customer and/or dealer sending in their unit to service pays **ROUND-TRIP** shipping and is solely responsible for payment of any charges incurred thereafter. It is the customer's responsibility to insure and accept all liability for loss or damage to the product when shipping it to the repair center for service. **For any updates to your product in service, please reach out to the service center directly.**

For all WARRANTY service, the customer and/or dealer sending in their unit to service pays for shipping **INBOUND** to the service center. Harman then covers service repair fees and shipping costs back to the customer and/or dealer. Harman does observe the right to void any warranty service, if in fact, the service center deems customer misuse of the product. **For any updates to your product in service, please reach out to the service center directly.**

NOTE: Do not write or deface the packaging for your product. There is no need to write anything on your packaging.



Please print and complete this form and send it along with your product to the service center.

MAKE/MODEL:

SERIAL NUMBER:

DATE OF PURCHASE:

RECEIPT/INVOICE ATTACHED (include copy, not original): ☐ YES ☐ NO

WHAT ACCESSORIES ARE YOU INCLUDING? (If any, please keep in mind, you are not required to send any accessories in with service):

- | | | |
|-------------------------------------|-------------------------------------|--|
| <input type="checkbox"/> None | <input type="checkbox"/> Antenna(s) | <input type="checkbox"/> Owner's Manual or QSG |
| <input type="checkbox"/> Power Cord | <input type="checkbox"/> Microphone | |
| <input type="checkbox"/> Remote | <input type="checkbox"/> IR Cables | |

CASE NUMBER: (given to you by Harman LUX Support) _____

CUSTOMER INFORMATION (all fields required):

PLACE OF PURCHASE _____

NAME: _____

ADDRESS _____ CITY _____

STATE _____ ZIP _____ PHONE(MAIN) _____ EMAIL: _____

Please list the primary complaint (if applicable, refer to your case # from Harman Lux Support):

- ☐ NON-WARRANTY
- ☐ WARRANTY - CUSTOMER UNIT (must have proof of purchase attached to claim warranty)
- ☐ WARRANTY – DEALER DEMO/DISPLAY UNIT (must have proof of purchase attached to claim warranty)
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- ☐ OPT ARCAM/JBL UNIT HDMI 2.1 UPGRADE OPTION: (separate \$650 + VAT applies, not covered/offered under warranty)

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USA Authorized Service Centers

United Radio

5717 Enterprise Parkway
East Syracuse, NY 13057
Toll-free: 800-634-8606
(315) 446-8700

customerservice@unitedradio.com

<http://www.unitedradio.com>

The Tone Garage

2400 Celsius Ave. Suite E.,
Oxnard, CA 93030
(805) 485-2220

jay@thetonegarage.com

<http://www.thetonegarage.com>

Pyramid Audio

305 East Braker Lane
Austin, TX 78753
(512) 458-8292

tech@pyramid-audio.com

<http://www.pyramid-audio.com>

Technetron

29 East 31 street 2nd floor
New York, NY 10016
Tel:212-725-8778
Fax:212-447-5970
technetron@mail.com

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