

**LIMITED PRODUCT WARRANTY**  
For Harman Professional Products  
Purchased from Harman Professional Authorized Distributors

**Warranty Terms EMEA**

**What is the warranty period?**

This warranty protects you for a specific period (“Warranty Period”) from your date of purchase as stated in your bill of sale or as otherwise established by Harman. The specific Warranty Period applicable to this product varies for each product type or model and is determined in accordance with the Warranty Period Table below. If there is no Warranty Period expressly stated in the Warranty Period Table below for any particular product that you have purchased, then, to the fullest extent allowed by law, no warranty is provided for such product. Any warranty service or parts replacement will not extend the Warranty Period. Any warranty replacement parts or product will assume only the remainder of Warranty Period of the original product.

Warranty Period Table:

Brand	Product Model or Type	Warranty Period
AKG Parts, Advance Replacement provided free of charge. (Warranty Claim via <a href="https://proportal.harman.com">https://proportal.harman.com</a> )		
AKG	Aviation Headsets: AV100 (General Aviation use per Aircraft Owners and Pilots Association definition and with online product registration on <a href="http://www.ake.com/aviation">http://www.ake.com/aviation</a> or successor websites)	5 years.
	Aviation Headsets: AV100 (Commercial Aviation use or product not registered online)	2 years.
	C 451 B all models; C 480 B, B-ULS and all ULS capsules; C 12 VR; C 414 all models; C 214 all models; Crown Microphones: CM311A; CM311L; CM311AESH; MB3; MB4; PCC130; PCC130SW; PCC160; PCC170; PCC170SW; PCC170SWO; PZM10; PZM10LL; PZM11; PZM11LL; PZM11LLWR; PZM185; PZM30D; PZM6D; SOUNDGRABBER2.	3 years.
	D5, D7, D5C and D7C	Lifetime if purchaser is an individual, 2 years if purchaser is a legal entity
	All other AKG models not mentioned above.	2 years.
	Signal Spare Parts, Advance Replacement provided free of charge (Warranty Claim via <a href="https://proportal.harman.com">https://proportal.harman.com</a> )  <a href="https://digitech.com/warranty?locale=en">https://digitech.com/warranty?locale=en</a> <a href="https://lexiconpro.com/warranty?locale=en">https://lexiconpro.com/warranty?locale=en</a> <a href="https://bssaudio.com/warranty?locale=en">https://bssaudio.com/warranty?locale=en</a>	
BSS	Soundweb London family of products BLU50, BLU100, BLU101, BLU102, BLU103, BLU16, BLU32, BLU80, BLU120, BLU160, BLU320, BLU325, BLU326, BLU800, BLU805, BLU806, DCP-555, Soundweb Conrio Server.	5 Years
Lexicon,	Lexicon BOB-32, QLI-32	3 Years
Digitech	Digitech Supernatural	6 Years
BSS ,Lexicon, Digitech (Others)		1 Year

	Spare Parts, Advance Replacement provided free of charge (Warranty Claim via <a href="https://proportal.harman.com">https://proportal.harman.com</a> )  <a href="https://dbxpro.com/warranty?locale=en">https://dbxpro.com/warranty?locale=en</a>	
DBX	120A; 286A; 376; 386; 442; 480; 480P; 480R; 480T; 481; 482; 482T; 640; 640M; 641; 641M; 704X; 786; 1046; 1066; 1074; 1215; 1231; 1260; 1260M; 1261; 1261M; 2031; 2215; 2231; iEQ15; iEQ31; Mini Pre; PA; PB-48; ProVocal; Quantum II; RTA-M; SC 32/64; Studio; Zone Controllers.	2 years
	dB10; dB12.	4 years.
	4800; 4800TI; 4800TIO; 4800TO; 4820; 4820TI; 4820TIO; 4800TO.	5 years.
See Crown Reimbursement program for Parts & Labour. (Service Centre Warranty Claim via Harman Distributor Portal) <a href="https://proportal.harman.com">https://proportal.harman.com</a>		
Crown	140MAX PACK; Xli.	1 year.
	I-Tech HD Series; CTs Series; Macro-Tech i.	5 years.
	All other Crown models.	3 years.
See JBL Reimbursement program for Parts. (Service Centre Warranty Claim via Harman Distributor Portal) <a href="https://proportal.harman.com">https://proportal.harman.com</a>		
JBL Professional	Professional loudspeaker enclosures and accessories, whether sold as stand-alone product, or as a component of a loudspeaker system.	2 years.
	Professional loudspeaker amplifiers, whether sold as stand-alone product, or as a component of a loudspeaker system.	3 years.
	Batteries	3 years.
	Professional loudspeaker transducers, whether sold as stand-alone product, or as a component of a loudspeaker system.	5 years.
Soundcraft Parts, Advance Replacement provided free of charge (Warranty Claim via <a href="https://proportal.harman.com">https://proportal.harman.com</a> )		
Soundcraft	All professional mixers.	3 years.
Studer Parts, Advance Replacement provided free of charge (Warranty Claim via <a href="https://proportal.harman.com">https://proportal.harman.com</a> )		
Studer	All professional mixers.	1 year.
Martin Parts, Advance Replacement provided free of charge. (Warranty Claim via <a href="https://proportal.harman.com">https://proportal.harman.com</a> )		
Martin Lighting	All products.	2 years.
Duran Parts, Advance Replacement provided free of charge. (Warranty Claim via <a href="https://proportal.harman.com">https://proportal.harman.com</a> )		
Duran Audio		2 Years

AMX Warranty Claim via <https://proportal.harman.com>

<p>AMX</p>	<p>(a) LCD and LED panels are warranted for three (3) years from the Shipping Date, except for the display and touch overlay components, which are warranted for a period of one (1) year from the Shipping Date.</p> <p>(b) Disk drive mechanisms, pan/tilt heads and external power supplies are warranted for a period of one (1) year from the Shipping Date.</p> <p>(c) AMX lighting Products are warranted to switch on and off any load that is properly connected to our lighting Products, as long as the AMX lighting Products are under warranty. AMX also warrants the control of dimmable loads that are properly connected to our lighting Products. The dimming performance or quality thereof is not warranted, due to the random combinations of dimmers, lamps and ballasts or transformers.</p> <p>(d) AMX software and firmware included in the Products is warranted for a period of ninety (90) days from the Shipping Date.</p> <p>(e) Batteries and incandescent lamps are not covered under the Limited Warranty.</p> <p>(f) The Warranty Period for AMX EPICA, Enova DGX (Enclosure and respective IO boards only), Modula, Modula Series 4, Modula Cat Pro Series and 8Y-3000 Product models will continue for the original installation until five (5) years after the issuance of a Product discontinuance notice ("PDN") with respect to termination of the applicable Product model. However, if the Product is moved from its original installation to a different installation, the Warranty Period will automatically become three (3) years from the Shipping Date and, if more than three (3) years have elapsed since the Shipping Date, the Warranty Period will automatically expire.</p>	<p>3 years</p> <p>See Exceptions</p>
	<p><b>ADVANCE REPLACEMENT POLICY – WITHIN 6 MONTHS</b></p> <p><b>Replacement issued if available</b> ("Advance Replacement").</p>	
	<p><b>6. RETURN FOR CREDIT</b></p> <p>6.1 European Dealer may, during the first six (6) months of the applicable Warranty Period, return any Product purchased hereunder and receive a credit under the following terms and conditions.</p> <p>6.2 The credit will initially be determined as set forth below but will be reduced based on the physical condition and completeness of the returned components by such amount as determined by AMX in its sole discretion. The credit will be applied to European Dealer account within fifteen (15) business days after receipt and verification of the returned Product.</p> <p>6.3 The maximum credit for a Product returned within the three (3) month period beginning on the Shipping Date will be one hundred percent (100%) of the original Net Price, if the Product has not been opened. For Product returned in such timeframe that has been opened, the maximum credit will be eighty-five percent (85%) of the original Net Price.</p> <p>6.4 The maximum credit for a Product returned after the above three (3) month period but within six (6) months after the Shipping Date will be eighty-five percent (85%) of the original Net Price, if the Product has not been opened. For Product returned in such timeframe that has been opened, the maximum credit will be seventy-five percent (75%) of the original Net Price.</p>	

Unless otherwise expressly stated in the Warranty Period Table, if a product is co-branded with two or more Harman Professional brands, the applicable Warranty Period will be the one for the brand under which the entire product or product system, as the case may be, is sold, and not for any of the individual component products that make up the product or product system, as the case may be.

**What does this warranty cover, and what does it not cover?**

This policy does **not** cover damage or loss: caused by accident (including force majeure or natural forces), misuse, abuse, neglect, product modification; occurring during shipment (even when Harman has arranged or paid for shipping); caused by failure to follow instructions in the owner's guide, including failure to perform recommended periodic or routine maintenance; resulting from repairs by someone Harman did not authorize; (for products not specified by Harman for commercial or industrial use) caused by any commercial or industrial use; to the decorative surface of this product; to any data, software or information; caused by using this product for other than its intended purpose; or covered under any of your (or your installer's) insurance policy or coverage.

The following are **also excluded** from this warranty: claims based upon any misrepresentations by the seller; if this product's serial number has been altered, defaced or removed; deterioration of component parts, the nature of which is to become worn or depleted with use, including batteries and headphone/headset ear pads/foam pads; any accessory to this product, even if supplied by Harman; any installation, removal or re-installation; any set-up calibration or adjustment; any performance variations due to installation-related circumstances, such as program source quality or AC power fluctuations.

Harman reserves the right to change the design of, or upgrade, any product from time to time without notice and with no obligation to make any changes or upgrades to any products previously sold or manufactured.

**What will Harman do to correct problems under warranty?**

If this product has a defect covered by this warranty, Harman will, at its option, either:

- (1) Provide spare parts at no charge to you, using new or refurbished replacement parts,
  - (2) exchange this product with a product that is new, or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to this product, or
  - (3) refund the purchase price of the product.
- (4) we also retain the option to conduct repairs where required.

Any replaced or refunded parts or products shall become Harman property, and, by submitting any product for warranty service, you represent and warrant to Harman that you are the sole owner of such product, and that it is not subject to any liens or encumbrances.