

# DYNAUDIO

## Guidelines for Dynaudio Warranty

For Home System, OEM and standard drivers

### Introduction

Dynaudio manufactures premium class loudspeakers for the highest quality music reproduction. The materials used, the manufacturing process and the final assembly are focused on achieving the highest level of quality without any compromises. Warranty support, spare parts availability and customer service are of equal importance to Dynaudio as the product quality itself.

### Warranty Responsibility

Any warranty claim has to be communicated to and initiated by an authorized Dynaudio dealer. Both distributor and dealer are requested to handle the warranty with respect to the warranty guidelines outlined by Dynaudio.

### Warranty Period

In general, Dynaudio warrants its speakers (i.e. drivers or crossovers) against defects in material or workmanship in accordance to the current National Legal Warranty standard in the given country, from the original date of purchase by the customer from an authorized Dynaudio dealer.

The warranty period against defects in material or workmanship for active parts (i.e. amplifiers for subwoofers or active speakers) and all Dynaudio aftermarket Automotive products (also OEM and Standard drivers) is in accordance to the current National Legal Warranty standard in the given country, from the original date of purchase from an authorized dealer.

Dynaudio Special Edition models may be offered with a longer manufacturer's warranty period.

The warranty period for Demo models shall be calculated from the date of purchase from the dealer and the period is 2 years.

The warranty period for Dynaudio spare parts is 2 years from the date of purchase or replacement.

### **Warranty Limitations**

The warranty does not cover mechanical or accidental damage, electrical overload, abuse or misuse. Products without valid Dynaudio serial numbers shall not be covered by any warranty.

Warranty is only available for products that are sold by authorized dealers. The warranty for any product sold by parties not authorized by Dynaudio may be voided or limited to the legal minimum warranty period of the territory. Warranty is always linked to the country of purchase and is therefore only valid in the country of original distribution and purchase.

Warranty is transferrable from the original owner as long as a copy of the purchase invoice is provided to support any warranty claim.

### **Warranty Contents and Procedure**

Any warranty claim must be declared through the Dynaudio dealer and a copy of the original purchase invoice must be provided.

In general, defects under warranty shall be addressed by repair. The repair may be carried out either by the dealer or the national distributor.

Dynaudio may decide to exchange the defective speaker with a comparable product if repair is not possible or economically feasible.

Warranty claims regarding defective tweeters for products in the premium Home Systems model ranges (Focus, Contour, Confidence, Consequence and Evidence), Dynaudio will exchange the units for both drivers even though just one was affected to ensure the exacting tolerance between both channels is maintained. In products utilizing the DDC design (Confidence, Evidence) featuring more than two tweeters, all tweeters will be replaced. This is to ensure that after repair the products will perform to the exceptionally high standard designed into the product by Dynaudio.

**In this context Dynaudio strongly recommends to replace damaged tweeters as pairs/sets after warranty period has expired as well.**

## Spare Parts Policy

Dynaudio will strive to be in position to stock:

- Technical spare parts for a minimum of 15 years after end of production.
  - for Confidence, Evidence and Consequence products, 25 years after end of production;
- Cosmetic parts for a minimum 10 years after end of production.
  - Cabinets and product packaging will normally no longer be available after production has ceased on any given model.
- Electronic parts for minimum 10 years after end of production.
  - Electronic parts are e.g., but not limited to, crossovers, amplifiers, IR eye.

Questions regarding the content of this document are handled by the Dynaudio Group Aftersales Management.

## Extended Warranty

Dynaudio is introducing an extended warranty of up to 8 years total for Dynaudio Home Systems loudspeakers (excluding Dynaudio Music products). By introducing the extended warranty our customers will benefit from the constantly optimised quality control process. All speakers are produced under extremely well organised conditions by highly skilled specialists in Denmark. The warranty is transferrable from the original owner as long as a copy of the original purchase invoice is provided to support and validate any warranty claim.

## Registration

To apply for the extended warranty the end-user has to register his or her product including serial number and some purchase information on the Dynaudio website at [www.dynaudio.com](http://www.dynaudio.com). The registration has to occur no later than 3 (three) months after the date of purchase. The registration process on the website is in English. Alternatively a paper registration form may be sent to the dealer/national distributor, who then has to register the product, should online registration in English not be possible.

To register your new Dynaudio product please login or sign up as a new customer.

## Warranty Period

In general, Dynaudio warrants its passive products against defects in material or workmanship in accordance to current National Legal Warranty standard in the given country, from the date of purchase by the end-customer. If the end-customers register their products at the Dynaudio website, the warranty is extended to 96 (ninety six) months total. Dynaudio warrants its active products (i.e.: Xeo or SUB woofers) against defects in material or workmanship in accordance to current National Legal Warranty standards in the given country, from the date of purchase by the end-customer.

If the end-customers register their products at the Dynaudio website, the warranty is extended to 96 (ninety six) months total on the passive parts and 36 months total on the electronic parts. OEM, standard drivers and Automotive aftermarket consumer products are limited to 24 (twenty four) months warranty (no registration possible/necessary) against defects in material or workmanship from the date of purchase.

Dynaudio Special Edition models may be offered with a longer warranty period subject to express written agreement. The warranty period for Demo models shall be calculated from the date of purchase from the dealer and is minimum 24 months. For replacement parts supplied as part of the warranty, the warranty period shall be 24 (twenty four) months from the date of replacement. However, the warranty period shall last at minimum until the expiry date of the initial warranty period of the product.