


SERVICE POLICIES

2023 Service Policies, Information, and Instructions



The Service Departments at Meyer Sound provide assistance to Meyer Sound customers who require repairs or upgrades to their units. Our highly trained technicians and driver evaluation team strive to assure the highest level of product quality, maximize consistency and reliability of products in the field, and ensure user satisfaction and success.

Meyer Sound designs and manufactures products to the highest standards to meet exacting performance requirements. If you encounter a problem operating your system, please contact Meyer Sound Technical Support.

 **CAUTION:** Any repair made to your Meyer Sound product by someone other than an authorized Meyer Sound technician or using unauthorized replacement parts will void your warranty and potentially compromise the safety of your Meyer Sound equipment.

If the troubleshooting process indicates that the unit must be returned, please follow the instructions in the section titled Obtaining Return Authorization.

OBTAINING RETURN AUTHORIZATION

If a Meyer Sound product must be returned, please contact the nearest service department (see Contact Information below) to obtain a Return Authorization number (RA).


Have the following information available:

- Model number of product
- Serial number
- Part description, or part number if modular
- Detailed problem description, including ways to duplicate the failure, conditions under which the unit failed and any intermittent performance issues
- Company name and contact person with address, phone number, and email address

SHIPPING FOR REPAIR

When you have the RA number and shipping address, please follow these instructions:

1. If possible, pack the returning-for-service items in the original shipping container. If the original packaging is not available, pack items carefully in 2-ply cardboard boxes with bubble wrap and over-pack. Pack products as if you expect them to be mishandled.

 **NOTE:** Do not use Styrofoam packing peanuts as packing material.

2. Meyer Sound cannot be held responsible for any damage incurred in shipping. Meyer Sound suggests obtaining shipping insurance.
3. Include paperwork with the above information (model, serial number, part description, etc.) inside each package.
4. Do not include power cords, cables, grilles, grille foam or the product's operating instructions unless specifically requested to do so. Meyer Sound does not need these items in order to perform repairs.
5. Write the RA number on the outside of your packages.
6. Please ship freight pre-paid.

CONTACT INFORMATION

United States Service Department

+1 510 486.1166
service@meyersound.com
meyersound.com/contact

Germany Service Department

+49 2602 999 08.0
service@meyersound.de
meyersound.de

Sales, Technical Support, Digital Products Support, and Design Services

meyersound.com/contact

PRODUCT REPAIR

High and Low Frequency Drivers

If you have a problem with a high frequency or low frequency driver, contact the service department; please have the model and serial number available. If the driver is within the warranty period, Meyer Sound will assign a Return Authorization number (RA), so that you can return the driver to the factory for evaluation within the stated warranty period. If Meyer Sound discovers that the driver has failed under warranty conditions, we will replace the driver at no charge to the customer.

If the driver is out of the warranty period, a new driver must be purchased. No return necessary.

If Meyer Sound discovers that the driver has failed due to circumstances other than a manufacturing defect, then a replacement driver must be purchased.

This policy is subject to change.

Electronic Repairs and Module Replacements

If you have a problem with an electronic product or electronics module, please contact the service department for a Return Authorization number (RA) in order to return the unit for evaluation, repair or replacement. Please have the model, serial number and a detailed description of the problem available.

SIM and GALAXY Products

If you have a problem with a SIM II, SIM 3, or GALAXY product, please contact the service department for a Return Authorization number (RA) in order to return the unit for evaluation and repair. Please have the serial number and a detailed description of the problem available.

CAL and D-Mitri Products

If you have a problem with a CAL or D-Mitri product, please contact the Service department directly, they will advise. Please have the serial number and detailed description of the problem available.

HD-1 Studio Monitors

If you have a problem with an HD-1 monitor, please contact the service department at Meyer Sound Germany or Meyer Sound Berkeley for a Return Authorization number (RA) in order to have the HD-1 monitor(s) returned for repair. Please note, only the service centers in Berkeley and Germany service HD-1 monitors.

The HD-1 monitor is a high definition studio monitor. We do not sell any parts for this product. After repair and/or driver replacement, the monitor must be recalibrated to a reference trace in an anechoic chamber.



NOTE: HD-1 monitors are not calibrated in pairs. They are calibrated to a reference. Any HD-1 monitor calibrated to the reference can be used with any other reference-calibrated HD-1 monitor with seamless representation.

Rigging

WARNING: DAMAGED OR DEFECTIVE COMPONENTS OF A RIGGING SYSTEM RAISE SAFETY CONCERNS AND SHOULD BE PROMPTLY ATTENDED TO.

If you detect an issue with any component of the rigging system supplied with or for your Meyer Sound loudspeakers, please contact Meyer Sound's service department for instructions. If the repair involves the replacement of a part, such as a locking pin, easily replaced in the field, Meyer Sound may ship the part to you with installation instructions. It is important that you read and carefully follow the instructions provided.

ONLY PERSONS EXPERIENCED IN THE USE OF RIGGING SYSTEMS AND WHO ARE FAMILIAR WITH MEYER SOUND

RIGGING MANUALS SHOULD ATTEMPT TO INSTALL REPLACEMENT PARTS FOR A MEYER SOUND RIGGING SYSTEM.

PRODUCT ABANDONMENT

Any item not claimed within ninety (90) days after notification from Meyer Sound that the item has been serviced and is ready for pick-up will be treated as abandoned property and may be disposed of in accordance with applicable law.

PRODUCT WARRANTY STATEMENT

All Meyer Sound products, and the parts thereof, are warranted to be free of defects in materials and workmanship at the time of purchase for the following warranty periods:

- Five (5) years for all Meyer Sound products purchased after January 1, 2018, including B-Stock.
- Three (3) years for all Meyer Sound products purchased before January 1, 2018.
- One (1) year for all Meyer Sound products that were discontinued at the time of purchase, including B-Stock.
- Ninety (90) days for all repairs.

See our website pages listing [current products](#) or [legacy products](#) (bottom of page).

The warranty period will commence on the date of purchase. The date of purchase shall be considered the date the product is shipped.

Within the period of its warranty, Meyer Sound or an Authorized Service Representative of Meyer Sound will replace or repair at no charge at its service facility any Meyer Sound product or part thereof that is defective in material or workmanship. This warranty does not apply to normal wear and tear to the warranted product (including weather related wear and tear), or defects arising from any action or failure to act by any person or entity other than Meyer Sound, including without limitation defects caused by improper use or installation, neglect, abuse, or accidents. This warranty shall be void if the covered Meyer Sound product is modified or altered without written authorization from Meyer Sound, or if the covered product is not installed, connected and operated within the safety limits described in the product operating instructions.

Meyer Sound may use reconditioned parts for warranty repairs. Any reconditioned replacement parts used in warranty repairs will meet Meyer Sound's quality standards and are warranted for the remainder of the original warranty period.

Warranty claims must be received by Meyer Sound within the warranty period. Warranty claims are made by notifying Meyer Sound's Service Department in Berkeley, California USA of the claim and the reasons for the claim and requesting shipping instructions.

If, after a warranty claim is made, Meyer Sound determines that there is no defect in the product or part thereof, or that the defect is not covered by this warranty, Meyer Sound shall advise the warranty claimant in writing of its determination and, if requested by the warranty claimant, shall provide the warranty claimant with an estimate of the cost of any needed repairs.

Meyer Sound neither assumes nor authorizes any representative or other person to assume for Meyer Sound any other liability in connection with the sale or any shipment of Meyer Sound products.

LEGAL

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS EXPRESS WARRANTY AND THE REMEDIES SPECIFIED BELOW ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES. MEYER SOUND MAKES NO WARRANTY OR REPRESENTATION THAT ITS PRODUCTS WILL OPERATE ERROR FREE OR WITHOUT PROBLEMS OR INTERRUPTION, AND EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

MEYER SOUND'S LIABILITY UNDER THIS PRODUCT WARRANTY SHALL BE LIMITED TO THE TOTAL PURCHASE PRICE FOR ANY WARRANTED PRODUCT. MEYER SOUND SHALL HAVE NO LIABILITY FOR ANY LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS OR GOODWILL, OR FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND ARISING FROM THE PURCHASE OR USE OF MEYER SOUND PRODUCTS, EVEN IF MEYER SOUND HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS, INTERRUPTION OR DAMAGE, AND REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT, STRICT LIABILITY OR OTHERWISE.

If Meyer Sound changes or makes improvements to its products, it shall not be obligated to upgrade previously purchased products to which the changes or improvements were made.