

# Service and Warranty Procedure

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## Introduction

Thank you for choosing Void Acoustics products. To ensure you have the best experience possible, we have outlined our service and warranty procedures below.

This document is designed to give guidance to Void distributors, specifically direct accounts. Dealers and end-users seeking technical support, service or warranty should contact the organisation from which the equipment was purchased.

This guide will help you understand how to access our services and make the most of your warranty coverage. Void products come with a warranty period of 4 years from the date of delivery.

## Service Procedure and Warranty Procedure

### 1. Identifying the Issue

Before contacting our service team, please:

- Refer to the product manual
- Check the resources page on our website
- Make sure to follow our application notes on cleaning and maintenance

### 2. Contacting Customer Support

If you are unable to resolve the issue, please contact our Customer Support team at [support@voidacoustics.com](mailto:support@voidacoustics.com) where we aim to respond within 24 working hours. Upon contacting us, you will receive an auto-response with your service ticket ID number letting you know we have received your request.

### 3. Providing Necessary Information

When contacting us, please provide the following details to expedite the process:

- Product information - Model and serial number
- Fault description - including any supporting video or photographic evidence
- Armonia workspace - A copy of your Armonia workspace is required for any warranty claims
- **IMPORTANT:** The use of third party amplifiers will void your loudspeakers warranty. Only loudspeakers being run on Void branded amplifiers will be considered under warranty.

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## 4. Receiving Support

Our support team will guide you through troubleshooting steps. While we strive to resolve issues remotely, you may need to return your speakers to our service centre at Void or, for amplifiers, to a worldwide network of approved repair centres. If so, you will be issued with a return authorisation number (R.A.N).

All products being returned to the factory or service centre for repairs must be shipped prepaid by the distributor who originally imported the goods.

## 5. Sending the Product for Service

- **Never:** Send your products anywhere without first receiving an R.A.N (Return Authorisation Number)
- **Packaging:** Return your items in original packaging if possible, or securely package the product to prevent damage during shipping.
- **Shipping Address:** This will be provided with your R.A.N number. Please ensure the address and R.A.N number are clearly marked on the outside of the packaging
- **Tracking:** Use a trackable shipping method and retain the tracking number. Void Acoustics cannot be held responsible for any loss or damage occurred during return shipment
- **Please Note:** When sending goods, please follow correct export procedures to avoid any reimportation charges

## Cleaning Guides

To ensure the longevity and optimal performance of your products, please refer to our cleaning guides:

- Cyclone Series Cleaning Guide: [Cyclone Series Cleaning and Maintenance](#)
- Krome Series Cleaning Guide: [Krome Series Cleaning and Maintenance](#)

For more details on our warranty policy, please visit [Terms & conditions | Void \(voidacoustics.com\)](#). For updates on your service request, contact Customer Support with your service request number.

Thank you for choosing our products. We are committed to providing you with the best service and support.