

SUPPORT, SERVICE & WARRANTY GUIDE

CONTENTS

- 1. OVERVIEW 2
- 2. REQUESTING SUPPORT THROUGH THE JPRO SERVICE PORTAL..... 2
- 3. RAISING A TECHNICAL SUPPORT REQUEST 4
- 4. RAISING A PRODUCT RETURN REQUEST 3
- 5. TURNAROUND TIMES 4
- 6. PRODUCT REPAIR AND RETURN POLICIES 5
- 9. SERVICE FEES 6
- 10. TEST AND TAG 6
- 11. WARRANTY ON REPAIRS..... 6
- 12. WARRANTY PERIODS BY BRAND..... 7
- 16. WARRANTY START DATE 9
- 17. EXTENDED WARRANTY 9
- 18. INSURANCE CLAIMS..... 9

1. OVERVIEW

This guide is provided to assist JPRO customers requiring technical assistance, product repairs and returns and warranty information for products distributed by JPRO. The information in this document is provided as a guide and may change under certain circumstances so please contact us if you require further clarification. It is also subject to change without notice due to changes in manufacturer and JPRO policies and obligations under distribution agreements.

2. REQUESTING SUPPORT THROUGH THE JPRO SERVICE PORTAL

JPRO provides technical support to its resellers, partners and at times directly to the End User depending on the produce and case.

The JPRO Service Portal is used to manage this process and must be used in cases to submit requests for:

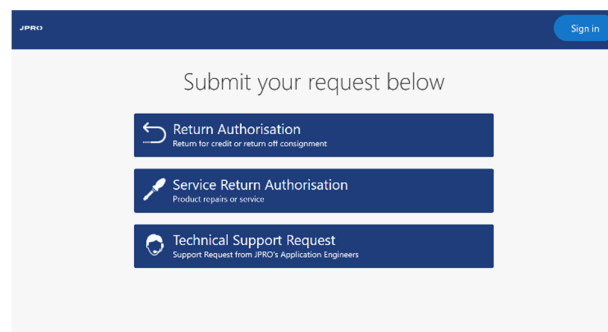
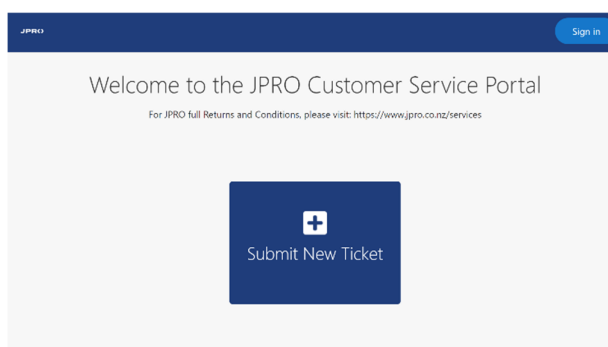
Type of Return	Description
Returns	return for credit, return off consignment
Service Returns	anything faulty for repair
Technical support	remote support, on-site support

To submit any of the above go to:

www.jpro.co.nz/ra

Make sure you sign up for a JPRO Servicecamp Login which will allow you to access all your current support cases with JPRO on our Portal.

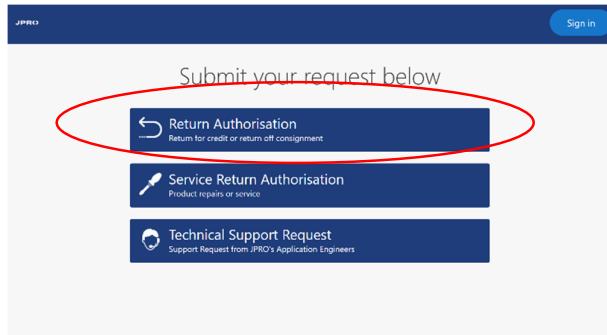
Telephone support can be provided by calling JPRO's office (+64 9 275 8710) however repairs and returns must be submitted through the Support Portal.



3. RAISING A PRODUCT RETURN REQUEST

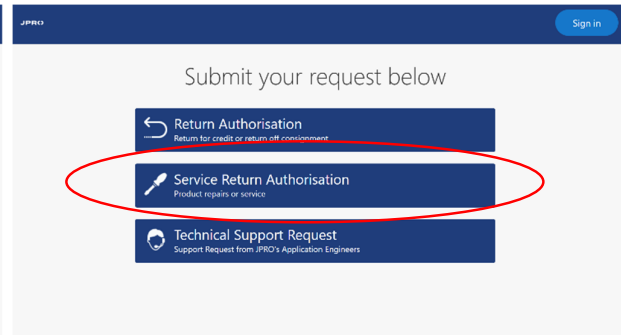
For returns you have two options:

Return for credit or return off consignment



The screenshot shows the JPRO portal interface with a dark blue header containing the JPRO logo and a 'Sign in' button. Below the header, the text 'Submit your request below' is centered. Three blue buttons are listed vertically: 'Return Authorisation' (with a left arrow icon and subtitle 'Return for credit or return off consignment'), 'Service Return Authorisation' (with a wrench icon and subtitle 'Product repairs or service'), and 'Technical Support Request' (with a head icon and subtitle 'Support Request from JPRO's Application Engineers'). The 'Return Authorisation' button is circled in red.

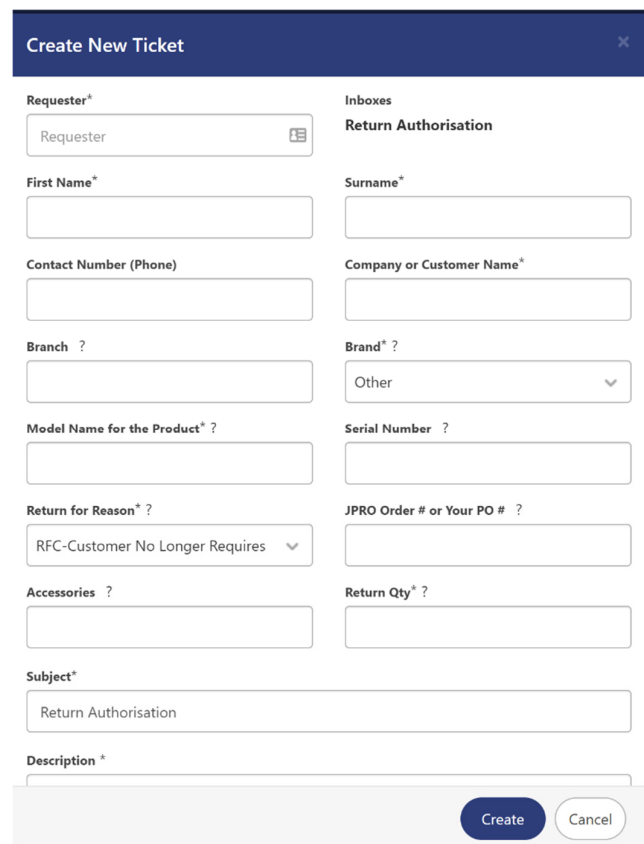
Anything faulty



The screenshot shows the JPRO portal interface with a dark blue header containing the JPRO logo and a 'Sign in' button. Below the header, the text 'Submit your request below' is centered. Three blue buttons are listed vertically: 'Return Authorisation' (with a left arrow icon and subtitle 'Return for credit or return off consignment'), 'Service Return Authorisation' (with a wrench icon and subtitle 'Product repairs or service'), and 'Technical Support Request' (with a head icon and subtitle 'Support Request from JPRO's Application Engineers'). The 'Service Return Authorisation' button is circled in red.

Please fill in as much of the information as possible to help us work on your request quicker.

Please note **REQUESTER** is the email address you would like to use for all communication.



The 'Create New Ticket' form is displayed in a dark blue header with a close button (X). The form is divided into two columns. The left column contains fields for: 'Requester*' (with a dropdown menu), 'First Name*', 'Contact Number (Phone)', 'Branch ?' (with a dropdown menu), 'Model Name for the Product* ?' (with a dropdown menu), 'Return for Reason* ?' (with a dropdown menu showing 'RFC-Customer No Longer Requires'), 'Accessories ?' (with a dropdown menu), 'Subject*' (with a dropdown menu showing 'Return Authorisation'), and 'Description *'. The right column contains fields for: 'Inboxes' (with a dropdown menu showing 'Return Authorisation'), 'Surname*', 'Company or Customer Name*', 'Brand* ?' (with a dropdown menu showing 'Other'), 'Serial Number ?' (with a dropdown menu), 'JPRO Order # or Your PO # ?' (with a dropdown menu), and 'Return Qty* ?' (with a dropdown menu). At the bottom right, there are 'Create' and 'Cancel' buttons.

Once a Ticket is created you will receive an email from JPRO Service Camp with a number (eg **#151**), this number is your **ticket** number and is used for all references to this request. The email will detail instructions on how to send an item to JPRO for service. If you have not received the email, please check your Junk Mail. If all else fails, please feel free to contact JPRO for help on this case.

4. RAISING A TECHNICAL SUPPORT REQUEST

Choose Technical Support Request and fill in as much information so we can get the right person to assist you.

*Please note **REQUESTER** is the email address you would like to use for all communication.

Create New Ticket

Requester*

Requester

First Name*

Surname*

Contact Number (Phone)

Firmware Version ?

Branch ?

Subject*

Technical Support Request

Description *

Description

Upload file

I'm not a robot

reCAPTCHA

Privacy - Terms

Create Cancel

Once a Ticket is created you will receive an email from JPRO Service Camp with a number (eg **#151**), this number is your **ticket** number and is used for all references to this request. If you have not received the email, please check your Junk Mail. If all else fails, please feel free to contact JPRO for help on this case.

5. TURNAROUND TIMES

JPRO will always aim to complete repairs as quickly as possible. These are our standards goals around turnaround times.

Inspection	72 hours after receiving faulty unit at JPRO
Repair	2 Weeks after receiving faulty unit at JPRO if parts in stock
Credit Return	1 Week after receiving unit at JPRO
Technical Support	Preferably same day. If support requires escalating to manufacturer, we aim for 1-4 Weeks depending on the issue.

6. PRODUCT REPAIR AND RETURN POLICIES

All products are covered by a back-to-base warranty meaning it is at the Partner or Resellers expense to have the goods returned to JPRO service department in Auckland for assessment.

RETURN POLICY TYPE	DESCRIPTION
Exchange	If an exchange request is approved for a product, a new or refurbished unit will be provided depending on the circumstance the SRA was raised under. Several factors are considered before an exchange is approved including date of purchase, age (within 90 days for installed AVC products, 14 days for live sound audio products), condition, warranty status and manufacturer support for an exchange.
Warranty Repair	Products deemed to be under warranty after JPRO inspection (see section 12 Warranty periods by brand) will be eligible for repair at no cost (except for courier costs to JPRO). Physical damage, incorrect configuration, failure to follow documentation such as installation guides and user error are not covered under warranty.
Non-warranty Repair	Products that do not qualify for exchange or warranty repair will be assessed on arrival to our Repair Centre and a quote will be provided to repair the unit. <ul style="list-style-type: none">• If the quote is accepted, the unit will be repaired, and you will be invoiced on dispatch if you have an account or upon payment if cash sale.• If a quote is rejected and you would like the goods returned, JPRO's minimum service fee will apply.• If a quote is rejected and the goods are not required to be returned, they will be scrapped responsibly at no cost to you.
Return for Credit	Requests for items to be returned for credit will be processed by our Customer Service Team. Re-stocking fees may apply depending on age, condition, packaging and included accessories. If items being returned have physical or user damage, the credit request could be cancelled.
Uncollected Items	Uncollected items for repair will be held no longer than 3 months from when the item was ready for collection. At this point if the customer has an account with JPRO the item will be shipped back at the client's expense. If the customer does not have an account with JPRO the item will be scrapped responsibly.

NOTE: If an item has not been received within one (1) month of the RA/SRA being raised, the RA/SRA may be cancelled unless otherwise communicated. A new RA/SRA request will need to be raised and warranty status or other qualifying factors may no longer apply.

9. SERVICE FEES

Minimum Repair Service Fee/Inspection Fee	\$115.00 ex GST
Repair Labour Charge	\$115.00 per hour ex GST

10. TEST AND TAG

JPRO is required by law to perform test and tag testing on all electronic items repaired by JPRO and its Repair Agents. Items will be tested, and tags will be kept at JPRO and available on request. These however do not replace the clients Test and Tag process, clients **must** still perform their own test and tag themselves as required by law. JPRO will place a small bar code sticker on units for reference to the record, these records will be stored with JPRO and are available on request. Test and Tagging standard required to be performed by JPRO is AS/NZS 5762:2011 and JPRO aims to meet these standards.

11. WARRANTY ON REPAIRS

Non-warranty repairs performed on products carry a three (3) month warranty on the work performed during the repair and NOT the whole product. This warranty period starts from the date of shipment of the repaired item back to the customer who raised the initial SRA request.

Items under warranty that have been repaired will carry their standard warranty from date of purchase even after a repair is done. For example, if an item is repaired under warranty after 1 year of ownership and the items carried a 3 year warranty, the item will still have 2 years of warranty and includes the warranty repairs part.

12. WARRANTY PERIODS BY BRAND

Only products that have been sold and distributed legally in New Zealand will be covered under warranty. Products purchased overseas or through a grey import will not be considered for a warranty repair/replacement however may be considered for a non-warranty repair.

BRAND	PRODUCT RANGE	WARRANTY
AKG	C451B all models; C480B, ULS and all ULS capsules; C12VR; C414 all models; C214 all models; Crown Microphones: CM311; MB; PCC; PZM	3 Years
	D5, D7, D5C and D7C – Advance Replacement Only.	2 Years
	All other AKG models not mentioned above.	2 Years
AMX	ENOVA DGX (DGX Enclosure & respective IO boards only)	+ 5 Years after product is discontinued
	All other AMX Products except for touch overlay	3 Years
	Touch overlay	1 Year
Audinate	AVIO Adopters	1 Year
BSS	Soundweb BLU London family of products. Not including failure of electro mechanicals or electrolytic capacitors.	5 Years
	All other BSS models not mentioned above.	1 Year
Contacta	Large Area Loop Drivers (HLD5, V Series)	5 Years
	RF and IR Systems	2 Years
	STS Series, IL Series, HLD2, Cables, Tapes, Microphones and Testers	1 Year
	Earphones, Headphones, Batteries	6 Months
Crown	I-Tech HD Series; CTs Series	5 Year
	Xli	1 Year
	All other Crown models.	3 Years
dbx Professional	All rack units and RTA microphone.	2 Years
	dB10; dB12.	4 Years

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 standalone product, or as a component of a loudspeaker system. VMA, CSA, CSM, CSMA, CST	3 Years
	Professional loudspeaker transducers, whether sold as a stand-alone product, or as a component of a loudspeaker system.	5 Years
	EON700, EONONE-COMPACT, EONONE-MK2, PRXONE	7 years
McLelland	All Dante Wallplates	1 Year
Lexicon	All Products	1 Year
RF Venue	All Products	1 Year
Soundcraft	All Professional Mixers	3 Years
SoundEar	All Products	2 Years
Studer	All Products	1 Year
TriplePlay	All Products	1 Year

16. WARRANTY START DATE

The warranty start date will be either from the JPRO Invoice date or from the Resellers invoice date. Customers may be requested to provide proof of purchase particularly in the case where a warranty claim is being made for a product not previously sold by JRPO.

Acceptable proof of purchase must include date of purchase and the matching serial number of the item being returned for a warranty repair. Failure to provide matching serial numbers may result in the warranty claim being rejected and the SRA being treated as a non-warranty repair. Warranties are not transferable, only the original owner can claim the warranty.

17. EXTENDED WARRANTY

Extended warranty periods may be available for purchase on certain product lines. For more information, please contact your JPRO or your Sales Representative to find out more.

18. INSURANCE CLAIMS

If an insurance claim is required for an item, JPRO will inspect the item at the inspection cost and produce a report for the insurance company detailing any issues.