

Repair request form

Important notes

- Before sending equipment to a d&b Service Hub for repair, a Repair Authorization reference (RA number) is required. This also applies to warranty claims.
- To request an RA number, send the completed form to your regional Service Hub by email. Please see contact details below.
- After repair, d&b amplifiers will be returned to the customer using standard d&b packaging. If you use flight cases for your shipment, these will be returned separately against a shipping and handling fee.

Business region	d&b Service Hub Contact
Americas	d&b audiotechnik Corporation 30A Rosscraggon Road 28803-2174 Asheville, United States T +1-828-681-5405, service.us@dbaudio.com
APAC	d&b audiotechnik Asia Pacific Pte. Ltd. 25 Playfair road #04-01 367990 Singapore T +65-8876-8772, service.apac@dbaudio.com
EMEA	d&b audiotechnik GmbH Eugen-Adolff-Straße 134 71522 Backnang, Germany T +49-7191-9669-55, service.emea@dbaudio.com
GB	d&b audiotechnik GB Nailsworth Mills Estate Avening Road GL6 0BS Nailsworth, United Kingdom T +44-1453-835884, service.gb@dbaudio.com

Delivery/customer address*

Phone:

Address of your d&b Sales Partner/Distributor*

Phone:

Details on the defective device

Please quote the serial number here. A (warranty) repair can only be granted if the Z- number is specified.

Serial number of the device to be repaired: *

Fault description/comments

To help us serve you better, please provide a comprehensive fault description here

Electronics examples: displayed error messages, channel configuration, LED status, load situation, mains quality, signal levels, monitoring functions, ...
Loudspeaker examples: missing HF/LF, open circuit, wrong impedance reading, scratching, distortions, low output level, ..

Your reference for this repair process:

Optional 48-hour Electronics Replacement Service within [Europe's Schengen Area](#)

Request for device replacement

When you hover the mouse over the checkbox, a pop-up window displays more information about the 48-hour Electronics Replacement Service procedure.

Date:

Name/signature: