



IF YOUR PRODUCT NEEDS SERVICE

Returning a Powersoft Product for Service

Powersoft S.p.a. offers two options for product repair:

1. Drop off at a Powersoft Authorized Service Centre near you find the nearest service centre at:
<http://www.powersoft-audio.com/en/contacts/authorized-service-centers>
2. Ship the product to Powersoft S.p.a. for Factory Service

Drop off at a Powersoft Authorized Service Centre near you

1. Find a Powersoft Authorized Service Centre from the [list](#)
2. Take a note of each serial number of the units to be returned
3. Fill out “completely” the [Defect Report form](#) for each unit to be returned
4. Send the completed defect report form to the following email addresses
service@powersoft.it (Service Team)

After having applied the aforementioned procedure, the local service manager will provide the shipment details and the product's warranty status.

In-Warranty repairs:

In warranty all repair' costs of spare parts, labor and return shipping will cover by Powersoft spa

The warranty will not apply for following cases:

- Tampering of the product
- Mechanical damage of the product
- Incorrect use of the product
- Modifications (not authorized) of products

For these case Powersoft spa will apply the terms of condition of OUT of warranty repairs

All repairs have guaranteed for the period of 12 (twelve) months for Rack amplifiers and 3 (three) months for all modules from the date of repair bill.

Standard warranty period

- **Rack amps** 51 months from the date of commercial invoice issued (unless otherwise indicated)
- **Module** 12 months from the date of commercial invoice issued (unless otherwise indicated)

Out of Warranty Issues

- The service repair will charge based on the local rate applied from the service centre and supervised by the Powersoft HQ
- The repair time has been set from the Powersoft HQ and it's equally applied in all the authorized service centre
- The unit will be evaluated by a technician, and the service centre will provide the customer with the estimated costs.

The repair will start after the customer's approval of the estimated cost..

The customer shall pay the shipping charges once the repair has been completed, depending on the countries customs.

Payment methods

The payment repair can be performed by bank transfer to CARIPARMA BANK AG. 5 FI Via Elbano Gasperi, 3 50131 Florence (FI) ITALY

IBAN: IT28L0623002805000040074665- BIC / SWIFT: CRPPIT2P177 specifying the reason for the RMA number or serial unit fails

Only for the physical return of equipment at our factory service centre other forms of payment will be agreed with the Customer Service Powersoft spa.

The spare parts used for repairs will be disposed of in compliance with applicable laws or, in the case of repair out of warranty and on request, sent to the customer.

For any enquiries

Please contact Powersoft Customer care manager Mr. Marco Mannucci service@powersoft.it

Shipping the product to Powersoft S.p.a. for Factory service centre

How to proceed

1. Take a note of each serial number of the units to be returned
2. Fill out "completely" the defect report form for each unit to be returned
3. Send the completed defect report form to the following email address service@powersoft.it

After having applied the aforementioned procedure, you will receive an Email containing the Return Merchandise Authorization (RMA form) for each unit returned.

All returned Powersoft units must be shipped to the following address:

Powersoft spa
Factory service centre
Via dei Cadolingi N. 13
50018 Scandicci (FI)
Italy
Phone +39 (055) 7350230 Option 2
Email: service@powersoft.it

Contact Powersoft Factory service centre

Phone +39 (055) 7350230 Option 2
Email: service@powersoft.it

Phone Support Hours

Monday - Friday 8.30 AM to 5.30 PM Europe time

Shipment from NON-CE countries

When shipping from non-CE (European Community) countries, follow the procedure described in the [TEMPORARY EXPORTATION / IMPORTATION PROCEDURE](#).

Important Note:

If the RMA# is not displayed anywhere on the outside of the box, the shipment will be rejected and sent back to the customer.

If the returned goods from **NON-CE countries** do not follow the aforementioned guidelines, the package will be rejected and sent back to the customer.

Products support discontinued

From 1st April 2017 Powersoft Factory service centre and all authorized service centre will NOT provide any more service assistance to the following apparatus due to the obsolescence of several components assembled. DIGAM Series

- Q&D Series (including the corresponding OEM)
- LD & LQ Series
- QTU
- PowerMod modules

Serial Number identification



D.O.A Procedure

In case of a D.O.A (Dead On Arrival) Powersoft product, we kindly request the customer to contact the local dealer where the product was purchased or the Factory service centre, mentioning the serial number of the faulty unit.

D.O.A unit will be replaced completely to the customer without any additional charges!

Important Note:

Do not tamper or operate the D.O.A unit in any ways in order to avoid the warranty lose.

Powersoft S.p.a declines any D.O.A warranty service if returned unit has been tampered with or misused by the customer.