

When sending units back to us for repairs/servicing, please make sure that you follow these important instructions: Securely pack the unit, preferably in its original box and clearly label the packaging with our address. If you have a unit with binding post outputs [T/S/HS Series specials] please make sure that you screw the binding posts in, as these are vulnerable to damage in transit. Cross out any previous shipping addresses or documentation on the box to prevent delivery mistakes.

Complete this Service Request Form with as much information as you can relating to the fault(s) and conditions of usage and send it to us with your unit. The more information we have the quicker the process.

If a unit is out of its warranty period, or we deem that a fault is not the result of incorrect manufacture or parts failure, the work carried out will be chargeable. If you wish to know how long you have left on your warranty, please contact us with the serial number. A charge of £60 (+VAT) per hour, plus cost of parts (+VAT) will be made for the initial assessment and repair time on out-of-warranty products. We will always contact you when work is chargeable to gain approval to go ahead. A charge (+VAT) will be made for return shipping.

If you have any questions relating to this, please contact Mark Bailey ([mark.bailey@xta.co.uk](mailto:mark.bailey@xta.co.uk)) for further information.

Customer Name:	Your Return Address:
Tel Number:	
Product Type:	
Serial Number:	
Firmware Version (if applicable):	
Audiocore Version (if applicable):	Product Mains Voltage:

Please enter in the box a description of the fault symptoms or details of required service:

Please give a contact name, telephone number and email address of the person reporting the fault:

Name:	Tel Number:	Email:
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Enter any special requirements here:

Please return the unit **in adequate packing material** to the EX14 1YG address below.

(Note: A charge will be made for any mechanical damage sustained in transit due to poor packing.)

**PLEASE BACKUP ANY SETTINGS/MEMORIES BEFORE SENDING UNIT BACK FOR REPAIR. UNITS WILL ALWAYS BE RETURNED TO YOU RESTORED TO FACTORY SETTINGS, USING THE LATEST VERSIONS OF SOFTWARE/FIRMWARE. PLEASE SEE THE WEBSITE FOR MORE DETAILS ON THE BACKUP PROCEDURE.**

<https://www.mc2-audio.co.uk/support/tech-notes/>

**PLEASE NOTE: Your contact details will not be shared externally for marketing; they will only be used for service updates and shipping purposes.**