

Manual

Name	Service and repair procedure for 3 rd -party products
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By	GvB

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Introduction

This document describes NXD-Audio's 3rd-party products related service and repair procedure.

1. Communication

- 1.1. Customer informs NXD-Audio concerning the repair. For example by sending an email to service@nxd-audio.com or by creating a new ticket on NXD-Audio's service portal (if Customer has access to the portal).
- 1.2. NXD-Audio will create a service ticket with a unique reference number (if Customer does not have access to the portal).
- 1.3. All communication needs to refer to this service ticket number.
- 1.4. It is preferred that Customer directly replies to any notification emails so that messages are automatically routed to the service ticket.
- 1.5. Customer may be granted access to the service portal on NXD-Audio's website in order to view status updates and apply for new repair requests.

2. Incoming shipment

- 2.1. Customer takes care of the incoming shipment.
- 2.2. Customer is responsible for proper packaging of the defective device.
- 2.3. Defective device must be sent to:
NXD-Audio BV
Service department
Koxkampseweg 10
5301 KK Zaltbommel
The Netherlands
- 2.4. Customer labels the package with the aforementioned service ticket number.
- 2.5. Customer provides a solid fault description and describes any obvious visible damage.

3. Receipt

- 3.1. NXD-Audio will inform Customer immediately in case there is obvious shipment related damage.

4. Inspection

- 4.1. NXD-Audio will inspect the defective device(s) and will provide a repair estimate to the Customer.

5. Inspection/diagnostic fee

- 5.1. If Customer decides not to have the repair carried out, a fee of €90,- (ex VAT) typically will be charged for inspection and diagnostic works.

6. Repair

- 6.1. If Customer agrees with the repair estimate, NXD-Audio will start the repair works.
- 6.2. The repair works will typically include:
 - Refurbishment of the internal units such as power supply module and amplifier module.
 - Replacement of the fan(s), if applicable.

7. Software/firmware

- 7.1. If it is detected that the defective device has installed software/firmware (SW/FW) with known issues, the SW/FW is upgraded.
- 7.2. In case the defective device is part of an installation that does not allow uncommissioned SW/FW upgrades, Customer should indicate this upfront.
- 7.3. Note that Customer can always restore the original SW/FW.

8. Tests

- 8.1. NXD-Audio will carry out following tests after the repair works:
 - Safety test (1500 VAC insulation and earthbond continuity test). This test is always executed and after a successful test a label with date stamp is positioned on the device.
 - Basic functional test (always executed).
 - Enhanced test of digital audio interface functionality (Dante or CobraNet). This is an optional test. A separate e-report will be provided.

9. Settings

- 9.1. If possible, NXD-Audio will restore the device settings to 'as-received' state after running the required tests.
- 9.2. Customer needs to verify restored settings before reinstalling the repaired product.

10. Reports

- 10.1. NXD-Audio provides a basic service e-report describing the diagnosis, operations and consumed parts/labor.
- 10.2. Detailed reports will be provided for optional tests or on request.

11. Shipment

- 11.1. NXD-Audio notifies Customer that repair is ready and that the device is ready to be picked-up. Customer takes care of the return shipment.

12. Payment

- 12.1. Customer sends PO with proper reference numbers (e.g. Project reference) to NXD-Audio.
- 12.2. NXD-Audio sends invoice containing PO reference and any other required references to Customer.
- 12.3. New Customers may need to pay in advance. May depend on credit insurance status.

13. Repair time

- 13.1. Repair time is depending on the product type.
- 13.2. For PB-400/PB-800, typically this is an average of 2 to 3 weeks. This is the time between when we receive the defective product and when it is ready for shipment. If special parts need to be ordered for the repair, this time may be longer.

14. Warranty

- 14.1. The warranty period is three months starting from the date the product is repaired. NXD-Audio will assess on a case-by-case basis whether the repair is covered by the warranty.

15. General

- 15.1. NXD-Audio General Terms & Conditions apply (nxd-audio.com/gtc).