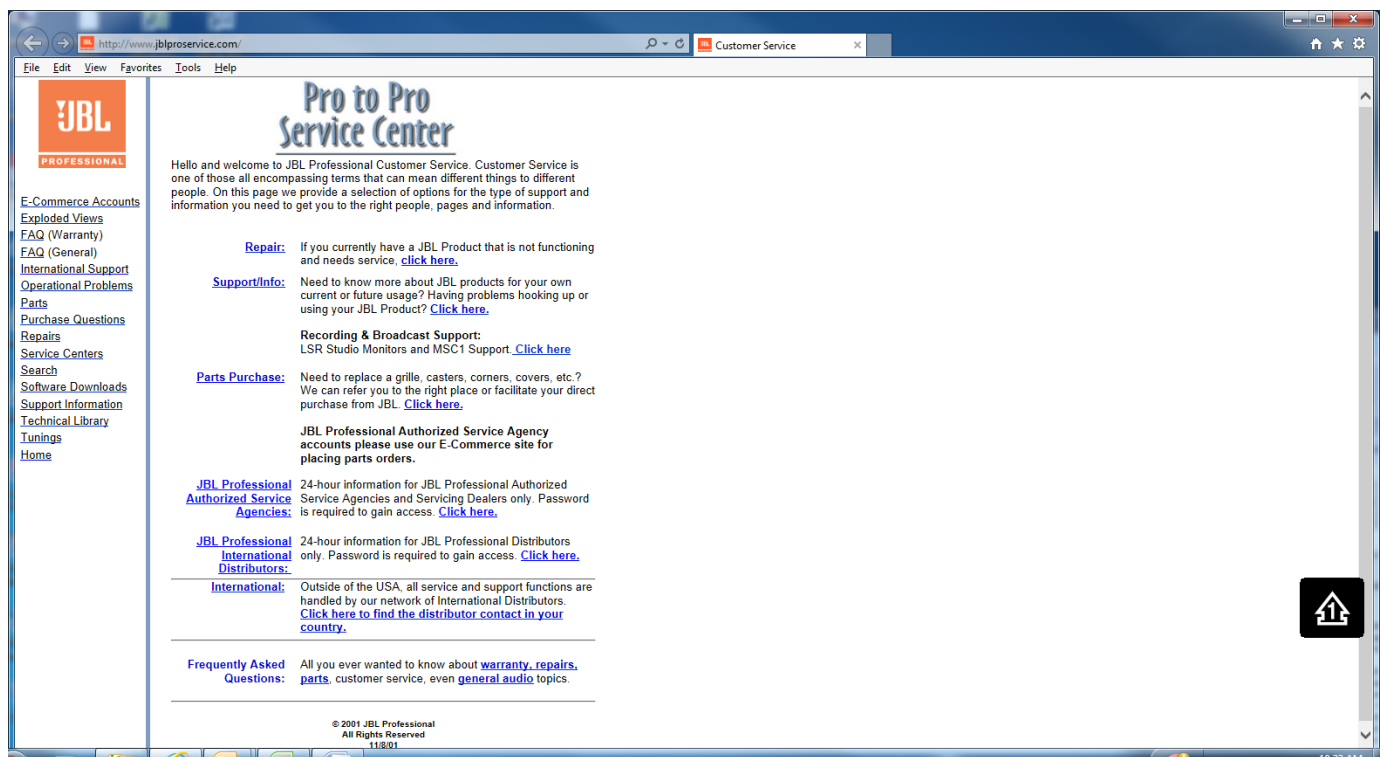


# JBL International Distributor JBL Professional Warranty Claim Instructions

Date: July 1, 2014

## PLACING A WARRANTY CLAIM USING THE ON-LINE PORTAL

1. To file a warranty claim, log into the JBL Pro Service Web Site at URL:  
<http://www.jblproservice.com>.
2. Click on the link titled: [JBL Professional International Distributors](#). You will be taken to a page where you'll need to enter your user and password for the JBL Pro Service web site. Your user name is your "Harman account number". Your Harman representative or claims processor can supply the current password.



3. After clicking on the on the link [JBL Professional International Distributors](#) and entering your user and password, you will be taken to the International Customer Service web page.
4. Click on the link titled: [JBL Pro International Warranty Claims Form](#)



# 24-Hour Information Navigation

## International Customer Service

The information provided in this section is for use by JBL Professional employees, JBL Professional Distributors, and JBL Professional Sales Directors only.

| <u>E-Commerce Accounts</u>   | Subject:   | Last Update: |
|------------------------------|--|--------------|
| <u>Exploded Views</u>        |  |              |
| <u>FAQ (Warranty)</u>        | <a href="#">JBL Pro International Warranty Claims Form</a>                             | 06/24/2014   |
| <u>FAQ (General)</u>         |  |              |
| <u>International Support</u> | <a href="#">Customer Service Newsletter.pdf</a>  | 12/19/2006   |
| <u>Operational Problems</u>  |  |              |
| <u>Parts</u>                 | <a href="#">DrivePack™ International Warranty Policy</a>                               | 10/06/2008   |
| <u>Purchase Questions</u>    | <a href="#">Gap Gauge Usage Guide.pdf</a>  | 11/16/2012   |
| <u>Repairs</u>               |  |              |
| <u>Service Centers</u>       | <a href="#">Parts Listing - Effective June 14th, 2014</a>                              | 06/14/2014   |
| <u>Search</u>                | <a href="#">Recone Equipment Tools List.pdf</a>  | 08/25/2010   |
| <u>Software Downloads</u>    | <a href="#">Recone/Rediaphragm Instructions.pdf</a>                                    | 03/17/2008   |
| <u>Support Information</u>   |  |              |
| <u>Technical Library</u>     | <a href="#">Regulatory Certifications (Declaration of Conformity)</a>                  | 11/23/2009   |
| <u>Tunings</u>               | <a href="#">Technical Bulletins</a>  | 02/22/2013   |
| <u>Home</u>                  | <a href="#">*New ( VTX-TB01, VTX-TB02)</a>   |              |
|                              | <a href="#">Technical Service Manuals</a>  | 01/27/2006   |
|                              | <a href="#">Transducer Adhesive Material Safety Data Sheets</a>                        | 03/11/2004   |
|                              | <a href="#">VerTec / Venue Performance Series DrivePack®</a>                           | 05/15/2012   |
|                              | <a href="#">PRX / VP / VRX DPC-2</a><br>(Schematics, Troubleshooting Guide)            | 02/25/2010   |
|                              | <a href="#">PRX600 Series Schematics</a>   | 03/10/2011   |
|                              | <a href="#">PRX700 TroubleShooting Guide</a>   | 05/20/2014   |
|                              | <a href="#">C2PS</a><br>(Circuit Schematic Diagram)                                    | 10/30/2008   |
|                              | <a href="#">EON210P/230 EON315, EON500 Series</a><br>(Schematics)                      | 05/13/14     |
|                              | <a href="#">LSR2300 Series</a><br>(Schematics)   | 07/23/2009   |
|                              | <a href="#">MSC1 Monitor System Controller Schematics</a><br>(and MSC1 Support Manual) | 01/29/2010   |
|                              | <a href="#">Service Bulletins/Letters</a>  | 09/15/2003   |

5. After you click on [JBL Pro International Warranty Claims Form](#) you will be taken to a page with the Warranty Claim Form. You will see a form that looks like this.

The screenshot shows a web browser window with the URL [http://www.jblproservice.com/intl\\_protected/warrantyclaim.html](http://www.jblproservice.com/intl_protected/warrantyclaim.html). The page features the JBL logo and the text "Pro to Pro Service Center". A navigation menu on the left lists various support options. The main content area contains a form with the following fields:

Number used by service center for record control:  \* Required Fields  
(This number cannot be used previously on a claim form.)

| SERVICE CENTER |                      |
|----------------|----------------------|
| NUMBER:        | <input type="text"/> |
| NAME:          | <input type="text"/> |
| ADDRESS:       | <input type="text"/> |
| CITY:          | <input type="text"/> |
| STATE:         | <input type="text"/> |
| ZIP:           | <input type="text"/> |
| COUNTRY:       | <input type="text"/> |
| E-MAIL:        | <input type="text"/> |
| CUSTOMER       |                      |
| NAME:          | <input type="text"/> |
| ADDRESS:       | <input type="text"/> |
| CITY:          | <input type="text"/> |
| STATE:         | <input type="text"/> |
| ZIP:           | <input type="text"/> |

A home button is visible in the bottom right corner of the form area.

6. Complete the required fields on the form and click the submit button on the bottom of the page.

Your claim will be reviewed and processed by our Warranty Claims team.