ALPHATEC AUDIO VIDEO PVT. LTD.

Limited Warranty Policy

Professional Audio, DJ and AV Equipment

Applicable across India | Revised November 2026 | www.alphatec.co.in

Alphatec Audio Video Pvt. Ltd. (the "**Company**") is committed to providing the highest quality products, service and user experience to its customers. After-sales support is a key part of that commitment, and it now includes the extended Limited Warranty set out in this policy.

This Limited Warranty is valid only for products purchased from an authorised reseller or dealer of the Company **within India**.

AT A GLANCE

Carry-in service
Bring the product to an Alphatec Authorised Service Centre. No on-site service.

Register your purchase
Register on alphatec.co.in with your original GST invoice.

Toll-free helpline
1800 120 3436

E-mail support
service@alphatec.co.in

01 WHAT THE WARRANTY COVERS

If a product shows a defect within the warranty period that is not excluded by the terms below, the Company will repair it to a satisfactory working state. The warranty covers product hardware only.

COVERED

- Mechanical, electrical and electronic components of the product
- Defects in material and workmanship arising under normal operating conditions
- Repair of the product to a satisfactory working state, with parts replaced free of charge

NOT COVERED

- Technical assistance on hardware or software usage
- Software supplied with the product (provided "as is", unless a separate software warranty applies)
- Accessories, even if supplied with the product
- Consumables such as fuses, batteries, cables, illuminants and guitar strings
- Free inspection and maintenance; inspection costs are payable where the defect is not covered
- Damaged or burnt spares, components or items

02 WARRANTY PERIOD BY BRAND

Brand	Warranty period in India
Behringer	3 Years
Midas	3 Years
Turbosound	3 Years
Klark Teknik	3 Years
Bugera	3 Years
Lab.gruppen	3 Years
Tannoy	3 Years
Genelec	2 Years comprehensive + 3 Years spares [1]
Lake	3 Years
Audio-Technica	3 Years [2]
API	1 Year [3]
TC Electronic	3 Years
Aston Microphones	3 Years
BEC Akustik	1 Year

Brand	Warranty period in India
TC-Helicon	3 Years
PureLink	*See product table*
Symetrix	5 Years
TiMax	2 Years
Moodsonic	1 Year
AtlasIED	*See product table*
Univox	2 Years 6 Months
Renkus-Heinz	5 Years
CODA Audio	5 Years
Pioneer DJ	1 Year
Pequod	4 Years
Lithe Audio	1 Year
Waves System	3 Years
Atlona	*See product table*

1 year | 2 years | 3 years | 4 years and above

Product-specific warranty periods

Brand	Product type	Warranty
PureLink	Passive cables	15 Years
	Active cables	5 Years
	Active components	3 Years
AtlasIED	Passive products	5 Years
	Active products	3 Years
Atlona	Touch panels	2 Years
	Cameras	2 Years
	All other Atlona products imported by Alphatec	3 Years

Notes

[1] **Genelec:** the spare-parts warranty is extended to five (5) years only when the customer registers the product with Genelec (servicehelpdesk@genelec.com). Otherwise, the standard warranty of two (2) years applies.

[2] **Audio-Technica:** the three (3)-year warranty applies only when the customer registers the product at www.alphatec.co.in/audio-technica-warranty-extend/.

[3] **API:** spare parts are covered for five (5) years.

03 HOW TO CLAIM WARRANTY SERVICE

01
Register
Register the purchase on www.alphatec.co.in with the original GST invoice.

02
Keep your proof
Retain the dealer-signed and stamped warranty card and the invoice showing model, serial number and date of purchase.

03
Visit a service centre
Carry the product to your nearest Authorised Service Centre (alphatec.co.in/service-centres).

04
Inspection and repair
The centre inspects the product; eligible defects are repaired free of charge.

04 WARRANTY TERMS AND CONDITIONS

Nothing in this policy limits any right a customer has under the Consumer Protection Act, 2019.

A Eligibility and registration

01 The Company extends warranty services on behalf of the original equipment manufacturer (OEM) against faulty workmanship or faulty material for the period stated in the warranty card, provided the product is used in accordance with the instructions accompanying it.

02 The warranty period starts on the date of purchase, against an original and authentic invoice. **To avail of the warranty, the product must be registered on the Alphatec website with a copy of the original invoice.**

03 The warranty is available only to the first purchaser of the product and is not transferable.

04 Warranty service is provided on production of the warranty card and the purchase invoice, both duly signed and stamped at the time of purchase.

05 The customer is responsible for obtaining and retaining the warranty card.

06 Warranty registration is completed by filling in the warranty card available with the dealer, duly signed and stamped, after purchase.

07 Proof documents for free service must show the product model number, serial number, GST invoice, date of purchase and all other relevant purchase details.

08 For Audio-Technica products, the additional two (2) years of warranty are available only when the customer registers the purchase details at www.alphatec.co.in/audio-technica-warranty-extend/.

B Service delivery

09 The warranty applies strictly to carry-in service.

10 Repairs during the warranty period are carried out only by the Company's authorised personnel.

11 Warranty service is available only at the Company's Authorised Service Centres (ASCs).

12 Service centre details are available at www.alphatec.co.in/service-centres/.

13 The customer is responsible for bringing the unit to, and collecting it from, the ASC at the customer's own cost and risk. No on-site service is provided.

C Repairs, parts and exclusions

14 The Company's obligation under the warranty is limited to repairing the product or replacing parts free of charge.

15 The warranty does not extend to accessories, even if they are supplied with the product.

16 This Limited Warranty does not cover consumables such as fuses, batteries, cables, illuminants and guitar strings.

17 Where any part of the unit is repaired, the warranty continues for the unexpired warranty period.

18 Parts and assemblies replaced during repair are retained by the Company for its records and operations.

19 Where spare parts for a particular model have been discontinued, the Company will offer the customer a fair commercial solution in line with its prevailing policy.

D Liability and jurisdiction

20 To the extent permitted by applicable law, this warranty does not make the Company or its Authorised Service Partners liable for any indirect, incidental or consequential loss or damage to persons or property.

21 Where any of the warranty-void conditions below applies, the ASC may decline warranty service and may offer to repair the product on a chargeable basis.

22 To the extent permitted by applicable law, the liability of the Company, its service partners and its appointed ASCs is limited to the cost of repairing defects in workmanship.

23 Subject to the rights of consumers under the Consumer Protection Act, 2019, this warranty is subject to the jurisdiction of Kolkata, West Bengal, India.

05 WHEN THE WARRANTY BECOMES VOID

The warranty will stand void in any of the following cases:

1	The product was not purchased from an authorised dealer of the Company.
2	The Authorised Service Centre detects damage due to misuse, a burnt PCB or similar.
3	The product has been modified or altered in any way by the customer and/or by unauthorised personnel.
4	The Authorised Service Centre finds that drivers or diaphragm assemblies have burnt or damaged voice coils caused by over-driving or under-driving, or by a surge from a power amplifier.
5	There is no separate earthing provision on the mains supply used for the audio equipment.
6	Site conditions (where the product is kept, used or played) do not conform to the recommended operating conditions of the unit.
7	The original serial number has been removed, obliterated, tampered with or altered.

IMPORTANT

Damaged and burnt spares, components or items are not covered under any warranty.

06 GRIEVANCE REDRESSAL AND ESCALATION

01 All service complaints and concerns about the product are handled by the Authorised Service Centre (ASC), which is responsible for providing the required service to the customer.

02 If a concern is not resolved by the ASC, the customer may e-mail **service@alphatec.co.in** or call the toll-free number **1800 120 3436**.

03 Unresolved complaints are escalated through the matrix below until they are resolved.

ESCALATION PATH

Authorised Service Centre — First point of contact › **Customer Care** — Toll-free 1800 120 3436 › **Level 1** — Regional Asst. Service Manager › **Level 2** — General Manager – Service

ALPHATEC SERVICE – ESCALATION MATRIX

Level	Name	Designation	E-mail	Contact
Basic	**Mr. Chiranjit**	Customer Care Manager	support@alphatec.co.in	1800 120 3436
Level 1	**Mr. Narender**	Asst. Service Manager – North	narender.singh@alphatec.co.in	+91 99534 70292
	Mr. Chiranjit	Asst. Service Manager – East	chiranjit@alphatec.co.in	+91 97339 06068
	Mr. Asim	Asst. Service Manager – West	asim@alphatec.co.in	+91 98215 98587
	Mr. Manjunatha	Asst. Service Manager – South	manjunatha@alphatec.co.in	+91 73383 88044
Level 2	**Mr. Ramani**	General Manager – Service	ramani@alphatec.co.in	+91 96814 08083

POLICY UPDATES

Warranty service conditions are subject to change without prior notice. Please refer to the latest terms and conditions at www.alphatec.co.in.