
Elektron Warranty Service/Repair

Posted by Artsutanov - 2013/09/03 22:48

Because of the faulty headphone output issue, i'm thinking of sending my OT in for a warranty service/repair. Perhaps i'm being paranoid but i'm worried that the unit will be returned to me in a worse state than i sent it. Has anyone had additional issues after Elektron serviced your gear?

Thanks!

=====

Re:Elektron Warranty Service/Repair

Posted by tIB - 2013/09/03 22:51

Why would it be worse? Send it home, it will be fine.

=====

Re:Elektron Warranty Service/Repair

Posted by Artsutanov - 2013/09/03 23:00

I just don't like the idea of it being opened up & poke around for no other reason than it was faulty when i bought it. I've never sent any equipment in for service. I imagine getting my OT back & hearing things rattling around inside, case not put back properly, screws loose, crossfader too stiff or too loose. Yes i'm well paranoid ;)

=====

Re:Elektron Warranty Service/Repair

Posted by Tarekith - 2013/09/03 23:22

Yes, that is paranoid. Don't worry about it so much, it will get fixed ;)

=====

Re:Elektron Warranty Service/Repair

Posted by Artsutanov - 2013/09/03 23:29

I know it'll get fix i just don't want it coming back with other issues. But yes i will send it in.

=====

Thank you! ;)

Re:Elektron Warranty Service/Repair

Posted by sovietpop - 2013/09/04 01:58

I've sent my Octatrack for repair (there was a problem with 2 knobs).
I am from Canada and i had to send my Octa to the US.
It took a total of 2 weeks (including sending the Octatrack to the US)
All i can say is Elektron customer support is really good !

At first i was worried too but everything went fine.

I would suggest to get it fixed asap.

good luck :)

=====

Re:Elektron Warranty Service/Repair

Posted by Signifier - 2013/09/04 03:18

I just told them my PSU was faulty and they sent a new one straight away.
Good CS in my opinion!

=====

Re:Elektron Warranty Service/Repair

Posted by Artsutanov - 2013/09/04 19:02

EDIT: Getting the supplier to send it back for free - So not paying the Â£116 shipping + Insurance.

Ouch!!!

Thanks again chaps!

=====