Product Service Sheet for USA Customers

We apologize for any inconvenience that this product return is causing you and we appreciate your support in helping us troubleshoot this as quickly as possible in order to get you back up and running. Please help us narrow down the focus by checking off each statement prior to moving on to the next section.

- [ ] I have ensured that phantom power is engaged on the interface or preamp.
- [ ] I have verified that the interface or preamp can provide up to 10 mA of phantom power per microphone input at 48 volts.
- [ ] I have swapped cables and am still experiencing the exact same issue.
- [ ] I have plugged the microphone into a different interface or audio input and still experience the same issue.
- [ ] I have waited up to 3 minutes after engaging phantom power for the microphone to completely settle, and I am still experiencing the same issue. (If the issue resolves during this period, please let us know about this in the additional comments on the next page.)

INSTRUCTIONS

Please fill out all of the fields below and give a concise description of the problems encountered. A list of the input device(s) being used when the problems were observed will be very helpful to our service dept. Please include a printed copy of the completed service sheet in the box when you ship your product.

An RMA number will be provided by Earthworks via e-mail or phone once we have determined that the problem can't be resolved at your location. Please print the RMA# in BOLD letters on two sides of the shipping package.

You will be notified by e-mail or phone when your unit is received and when it is ready for return shipment to you. Inquiries about the status of your product should be sent to: service@earthworksaudio.com, and should include the RMA#.

If your product is outside of warranty, you will be notified for the total cost of your repair including shipping. All products must be paid for in full before they are shipped back, unless other arrangements have been made.

PLEASE COMPLETE THIS FORM ELECTRONICALLY. IF YOU ABSOLUTELY MUST COMPLETE IT BY HANDWRITING, PLEASE SCAN THE COMPLETED DOCUMENT AS A PDF.

PRODUCT INFORMATION

PRODUCT MODEL #	
DATE PURCHASED	
DEALER PURCHASED FROM	
SERIAL NUMBER	
ORIGINAL OWNER? (Y/N)	

(Providing scans of original sales documentation (invoice, receipt, etc.) will greatly speed up warranty claim process.)

PROBLEM DESCRIPTION

Please select the problem with the microphone:

- ☐ **DEAD / NOT PASSING AUDIO**
- ☐ **LOW OUTPUT LEVEL / LOW VOLUME**
- ☐ **NOISE / STATIC / POPPING, ETC.**
- ☐ **OTHER (EXPLAIN BELOW)**

BRAND/MANUFACTURER OF CONSOLE OR INTERFACE BEING USED	

AUDIO & VIDEO RECORDINGS

PLEASE INCLUDE ANY AUDIO FILES, VIDEO FILES, AND/OR IMAGES OF THE ISSUE BEING ENCOUNTERED.

They will help us fix your issue in an easy and timely manner.

ADDITIONAL COMMENTS

BILLING ADDRESS

NAME	
COMPANY NAME	
ADDRESS 1	
ADDRESS 2	
CITY	
STATE	
POSTAL CODE	
COUNTRY	
PHONE NUMBER	
EMAIL	

SHIPPING ADDRESS

NAME	
COMPANY NAME	
ADDRESS 1	
ADDRESS 2	
CITY	
TERRITORY	
POSTAL CODE	
COUNTRY	
PHONE NUMBER	
EMAIL	

(If billing and return shipping address are the same, leave return shipping address blank)

RMA #	

(Leave blank. To be completed by Earthworks Audio Inc.)

SHIP YOUR PRODUCT TO

EARTHWORKS AUDIO
37 WILTON RD
SUITE 1
MILFORD, NH 03055

Please DO NOT ship your product until you have received an RMA # from us.

For more information, please visit
www.earthworksaudio.com or call 1-603-654-2433.

EARTHWORKS AUDIO