

Where can I find Martin support?

Question:

My Martin Professional product has developed a fault or I have a question about a product which I have purchased or perhaps intend to purchase. Who do I contact?

Answer:

The information below is applicable to products from the Martin Professional range (Martin/JEM/RUSH).

USA

Customers who have purchased a product in the USA or have a question about a product which they perhaps intend to purchase in the USA are supported directly by Harman Professional.

Support contact information can be found at https://www.martin.com/support/tech_support?geo=us

This page contains a web-form where you can enter your contact details and query.

Outside the USA

Support outside of the USA is provided by Harman Professional distribution partners. These partners are responsible for sales, spare parts, repairs, technical support and general product queries. They will be able to provide assistance within local time-zone working hours for the territory.

Distribution partner contact information can be obtained from https://www.martin.com/en-US/where_to_find after selecting your country from the drop-down selection box found at the top of the webpage.

If a product develops a fault during the warranty period then please contact the point of sale (retailer or web-store).

Warranty information can be found at https://www.martin.com/en-US/support/warranty_policy

About HARMAN Professional Solutions

HARMAN Professional Solutions is the world's largest professional audio, video, lighting, and control products and systems company. Our brands comprise AKG Acoustics®, AMX®, BSS Audio®, Crown International®, dbx Professional®, DigiTech®, JBL Professional®, Lexicon Pro®, Martin®, Soundcraft® and Studer®. These best-in-class products are designed, manufactured and delivered to a variety of customers in markets including tour, cinema and retail as well as corporate, government, education, large venue and hospitality. For scalable, high-impact communication and entertainment systems, HARMAN Professional Solutions is your single point of contact. www.harmanpro.com