



Frequently Asked Questions



v1.0

Contacting dbx Technical Support

25-Aug-21

Question

My dbx 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 dbx. Support for Harman Consumer products can be found at <https://harmanaudio.com>. Support for Harman Luxury products can be found at <https://harmanluxuryaudio.com>.

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://dbxpro.com/support/tech_support. 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://dbxpro.com/support/tech_support 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://dbxpro.com/warranty>.

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®, and Soundcraft®. 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.harman.com

