

Genelec introduces Five-Year Warranty

Genelec has elevated its customer experience and strengthened its commitment to sustainability by introducing a five-year warranty on its designs. By registering their models on the Genelec website, the new warranty program allows Genelec customers worldwide to extend their standard two-year warranty by an extra three years, covering both parts and labor.

Since the company was founded 45 years ago, Genelec has put sustainability at the heart of its design philosophy, by producing loudspeaker solutions with a long life cycle and low environmental impact, backed up with extremely high levels of reliability and long-term spare part support. This new extended warranty is an important step forward in that the extra three-year warranty extension covers both parts and labor (where previously only parts were covered).

The warranty extension is activated by the customer simply by registering their purchases online via the Genelec website, a process that has been made faster and simpler by providing QR codes on product packaging to allow easy scanning of models and serial numbers. Once the customer's details and proof of purchase are uploaded, Genelec distributor service centers worldwide can quickly verify the warranty status of any models returned for repair.

"We've always been focused on designing loudspeaker solutions that provide decades of reliable performance for our customers, but we also want to offer them the extra peace of mind that comes with a secure extended warranty," comments Ole Jensen, International Sales Director at Genelec. "We're confident that our new five-year warranty will make our customers' lives easier, highlight the trustworthiness of the Genelec brand, and signal our continued commitment to sustainable development."

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