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Customer Support - 2024-10-09 - [General Questions](#)

In the unlikely event of a defect occurring on one of your Pure Audio devices, please proceed as follows.

Within warranty – For further assistance, please contact the dealer from whom you have purchased your device. Should you have purchased your product from our Pure-Audio web shop, please open a [ticket](#) on our helpdesk, including a short fault description, as well as your purchase order number.

Pure International Limited warrants to the end user that the product will be free from defects in materials and workmanship in the course of normal use for a period of two years from the date of purchase. This guarantee covers breakdowns due to manufacturing or design faults; it does not apply in cases such as accidental damage, however caused, wear and tear, negligence, adjustment, modification, repair not authorized by us, or b-stock goods not purchased from our [Pure-Audio online shop](#).

Out of warranty – Please contact your local electronics repair shop for further assistance.

For your safety, we can only advise against carrying out work inside our appliances yourself. Please always contact qualified specialists to carry out such work.

Spare parts supply – We provide spare parts that can be easily exchanged by customers, such as power supply's, aerials, and remote controls.

The challenge with non-customer serviceable parts is that this has historically proved uneconomical for most customers, due to the shipping costs, engineers time plus the actual cost of the part, typically leading to a price more than the product is worth or has cost when new.

Due to this feedback, for products out of warranty, we can offer a discount on a replacement unit as a gesture of good will.

It is Pure-Audio policy not to supply any non-customer serviceable parts, schematics, or repair diagrams for any of our models, within or out of warranty.

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