

## **Level 1: In-House Repairs**



**Down Payment:** \$120 + applicable taxes

**Estimated Service Time:** Up to 2 hours

### **What This Service Covers:**

Level 1 repairs are intended for units with minor issues or for general assessment and maintenance, including:

- Belt-drive turntables running too slow or fast, or having tracking/return issues
- Turntable tune-ups (cartridge alignment, tracking force adjustment, motor and spindle cleaning/oiling, speed adjustment)
- Receivers and amplifiers with noisy or crackly controls that are otherwise functional
- Stereo equipment requiring operational assessment and feature verification
- Speakers needing cleaning and surround re-foaming
- CD players with trays that are stuck/not opening/discs trapped inside

### **Our Service Process:**

During the Level 1 service, we will:

- Clean the unit in preparation for inspection and testing
- Perform a visual inspection to identify damaged or defective parts
- Test controls, functions, and settings to confirm proper operation and identify reported and unrecognized issues
- Identify any additional concerns or recommended preventative maintenance

- Complete all minor component repairs possible within deposit allowance

### **If Additional or Advanced Repairs Are Needed**

If we determine that further repairs are recommended or required than can be completed within two hours of deposit time, we will:

- Estimate parts costs and availability
- Assess the likelihood of a successful repair, and a price estimate to complete
- Contact you to discuss next steps before proceeding

### **After Repairs Are Completed**

Once service is finished, we will:

- Contact you to explain the work performed
- Review the final repair cost (payable upon pickup)
- Schedule a pickup appointment

A **Service Report** will be provided at pickup, and if possible, we will demonstrate the repaired unit. Additional charges may apply for parts, supplies, and taxes.

## **Level 2: Intermediate Repairs**

**Down Payment:** \$180 + applicable taxes

**Estimated Service Time:** Up to 2 hours



### **What This Service Covers**

Level 2 repairs are intended for equipment with more complex mechanical or electronic issues, including:

- Direct-drive and linear-tracking turntables with speed or functional problems
- Stereo components that are partially disassembled and require reassembly
- Stereo components with prior, unsuccessful repair attempts
- Stereo components that are extremely dirty, requiring extra cleaning time
- CD players with skipping, reading, or transport issues
- Cassette players that fail to play, fast-forward, or function properly
- Speakers or subwoofers with buzzing, no output, or crossover issues
- Mechanically complex equipment that is time-consuming to diagnose and service (reel-to-reel players, equalizers, all-in-one systems)

### **Our Service Process**

Level 2 repairs require advanced troubleshooting and are completed at specialized repair facilities using high-fidelity test equipment. This process may include:

- Detailed research using service manuals, schematics, known issues, and repair history
- Identifying and confirming faulty components (including soldering, removal, testing, and sourcing parts)

- Measuring and evaluating voltages and settings such as balance, bias, and power supply performance

### **Service Time & Assessment**

If the issue can be fully assessed and repaired within the initial 2 hours, we will complete the work within that time. However, due to the complexity of Level 2 equipment, additional service time may sometimes be required.

After the initial 2 hours, we will provide in the form of a **Service Report**:

- Confirmation and evidence that reported issues have been resolved, if applicable
- Verification that all essential functions have been tested, with results explained
- Recommendations for preventative maintenance, if appropriate

### **If Additional Repairs Are Required**

If further work is needed beyond the initial service time, we will contact you with:

- A summary of our findings and required repair actions
- Available repair options, including preventative maintenance (if applicable)
- An estimated total repair cost for completion (with up to 20% variance)

At this point, we require client approval to proceed. In cases of higher complexity, we may require an advance payment to initiate further repairs.

**Upon Completion**, we call with an explanation of the repairs, the final repair bill, and to schedule unit pickup. Remaining costs may include supplies/parts and applicable taxes, payable upon pickup. An Equipment Service Report will be provided. If possible, we will provide a demonstration of the repaired unit in-store.

## **Level 3: Advanced Assessments & Repairs**



**Down Payment:** \$240 + applicable taxes

**Estimated Service Time:** Up to 2 hours

### **What This Service Covers**

Level 3 service is intended for equipment with significant electronic or mechanical faults, including:

- Units that do not power on
- Very weak, distorted, or no audio from one or both channels
- Intermittent or recurring issues (shutdowns, protection mode, audio fluctuations, crackling/distortion, inconsistent media playback)
- Broken or malfunctioning controls that cannot be resolved through cleaning
- Poor AM/FM radio reception not related to antenna issues
- Powered mixers, PA equipment, and powered speakers
- Other internal malfunctions requiring specialized electronic or mechanical repair

### **Our Service Process**

Level 3 assessments and repairs involve advanced diagnostics and are completed at specialized repair facilities using high-fidelity test equipment. This process may include:

- In-depth research using service manuals, schematics, repair history, and known issue databases
- Identifying, testing, removing, and replacing faulty components (including soldering and parts sourcing)

- Measuring and evaluating internal settings and voltages, such as balance, bias, and power supply performance

### **What You Receive After the Assessment**

After completing the Level 3 assessment, we will provide:

- Confirmation of whether repairs have been completed within the initial deposit timeframe (2 hours)
- A clear summary of our findings and the repair actions required
- Available repair options, including preventative maintenance, if applicable
- An estimated total repair cost (with up to 20% variance)
- An approximate timeline for repair completion

At this point, we require client approval to proceed. In cases of higher complexity, we may require an advance payment to initiate further repairs.

**Upon Completion**, we call with an explanation of the repairs, the final repair bill, and to schedule unit pickup. Remaining costs may include supplies/parts and applicable taxes, payable upon pickup.

An Equipment Service Report will be provided.

If possible, we will provide a demonstration of the repaired unit in-store.

## **No Problem Found**

If we are unable to confirm the reported issue after **1 hour of diagnostic bench time**, we will contact you and offer the following options:

**You may choose one of the following:**

- **50% of your deposit returned as in-store credit, or**
- **25% of your deposit refunded, or**
- **Authorization for further investigation** to perform deeper testing and reporting

## **If Unreported Faults are Discovered**

If, during assessment, potential problems are identified which are unrelated to the initial reported issue(s), the technicians reserve the right to proceed with maintenance repairs to resolve such issues. This may include preventative maintenance activities. Any remaining time left over after these repairs, if any, will be provided in the form of store credit.

## **If Further Investigation Is Authorized**

If the full deposit time is spent investigating the unit and no fault is identified, the unit will be returned to Sound Heritage for pickup. A **detailed diagnostic report** will be provided.

In some cases, additional information about your overall sound system configuration may be required to help determine the source or cause of the issue.

## **If a Fault Is Identified During Deeper Investigation**

If further testing reveals the reported fault, the service will be considered a **completed assessment**. We will then provide:

- A summary of our findings and an explanation of the required repair actions

- An estimated total repair cost (with up to 20% variance)
- An approximate timeline for repair completion
- Available repair options, if applicable

## **Declined, Unrepairable & Failed Repairs**

### **If Repairs Are Declined After Assessment**

If, following an assessment, you choose not to proceed with the recommended next level of repairs, we will:

- Provide a written **Assessment Summary Report**
- Return the unit to Sound Heritage for pickup

You will then receive **one of the following options**:

- **50% of your deposit returned as in-store credit, or**
- **25% of your deposit refunded**

### **Units Deemed Beyond Economic Repair**

We reserve the right to discontinue repair work if a technician determines that the unit is **beyond economic repair**, which may include situations where the unit:

- Cannot be repaired within a reasonable timeframe (typically 10+ labour hours)
- Has a low likelihood of successful repair, or is determined to be unrepairable
- Exceeds our technical capabilities or available resources
- Impossible or cost-prohibitive to source necessary parts
- Cannot be repaired with sufficient confidence to offer a warranty

If a unit is deemed unrepairable for any of the above reasons, we will provide a **clear explanation and written report**, and you may choose **one of the following options**:

- **50% of your deposit returned as in-store credit, or**
- **25% of your deposit refunded**

### **If a Repair Is Approved but Unsuccessful**

If you approve a repair estimate but the technician is ultimately unable to complete the repair:

- You will **not be charged** the approved estimate
- A **detailed Summary Report** explaining the outcome will be provided
- The unit will be returned to the store for pickup

### **Unclaimed Equipment**

Unrepaired units not picked up within **90 days** of client notification will be **recycled by Sound Heritage**.

### **Warranty**

All completed repairs include a **two-month warranty**, which covers only the **same fault(s) directly related to the original repair**.

### **What the Warranty Includes**

- Up to **2 hours of assessment and repair time** for verified warranty-related issues
- **Priority placement** in the repair queue for warranty returns

Additional information about your overall sound system configuration may be required to accurately determine the cause of a warranty-related issue.

## What Is Not Covered

The warranty does **not** apply if the issue is determined to be caused by:

- A damaged or defective part not related to the original repair
- Client misuse, improper setup, or external damage
- An unrelated or previously undiscovered fault

In these cases:

- The client is responsible for repair costs and any associated parts
- A **new repair ticket** will be created if the fault is unrelated

## If Additional Time Is Required

If the warranty issue requires more than the included time:

- We will provide an explanation of the findings
- An estimate will be issued for any additional labour or parts
- Repairs will proceed only with client approval

## If the Unit Cannot Be Repaired

If all reasonable repair options have been exhausted and the unit remains non-functional:

- The unit will be restored to its original condition (where possible) and returned to the client, **or**
- A salvage value may be negotiated, allowing Sound Heritage to retain the unit