



Contact Information:

855.239.7444 or 714.696.6790
service@p1sound.com

Service/Tech Support, option 1
Repairs/Purchases, option 2

Office hours: M-F 9am-4pm
After hours calls are routed to Director of Operations cell phone automatically

Repair/Advance Exchange Process ParTech (3M) or HME:

Mail-in Repair

- Store calls one of our support numbers listed above. Email requests are also accepted.
- Store will be given the option to troubleshoot with a tech.
- Tech will help determine what items need to be repaired.
- Return label will be emailed and/or faxed to the store to send in items for repair.

Advance Exchange Repair

- Store calls one of our support numbers listed above. Email requests are also accepted.
- Store will be given the option to troubleshoot with a tech.
- Tech will help determine what items need to be repaired/exchanged.
- Replacement item will be shipped to store.
- Prepaid UPS return label will be included with the replacement item.
- The store needs to send back the bad items for exchange within 7 business days.

On-site Service Requests

- Store calls one of our support numbers listed above. Email requests are also accepted.
- Store will be given the option to troubleshoot with a tech.
- Tech will help determine if store has bad items to repair or requires a service call.
- Tech will be dispatched as soon as possible.
 - Techs are typically dispatched within 24 hours for down stores.
 - Weekend and overtime service is available at applicable overtime rates.