

SoundTraxx Service Request Form

Product Classifications

In-Warranty Repairs: For repairs on items that were purchased from a [SoundTraxx Authorized Dealer](#) within the last 90 days, include your original receipt with the decoder for shipment. Your receipt will be returned with your repaired product.

Out-of-Warranty Repairs: For repairs on items that fall outside of the 90 day warranty period, costs of repairs can be found in the *Repairable Items and Rates* table below. If no payment is included with the repair, no work will begin until you have contacted SoundTraxx. Acceptable forms of payment include: Visa, MasterCard, AMEX, and Discover (Money Order and Personal or Business Checks are accepted if issued within United States).

Non-Serviceable Items: Non-Serviceable Items include products which have been [discontinued](#) for at least 2 years, all SoundTraxx [Accessories](#), and [Factory-Installed Decoders](#). SoundTraxx Customer Support Center will only perform repairs on items listed in the *Repairable Items and Rates* table found below. SoundTraxx will not receive decoders which came factory installed (i.e. OEM) from a locomotive model manufacturer other than Blackstone Models. Please consult with the locomotive model manufacturer for warranty and repair information regarding these products. *If non-serviceable items are received they will be immediately returned to you without tests or repairs performed and a \$4.50 return shipping fee will be assessed.*

Repairable Items and Rates		
If your product is not listed in this table, it is a Non-Serviceable Item and cannot be accepted into the SoundTraxx Customer Support Center.		
Product Type	Repair Price Inside Cont. US	Repair Price Outside Cont. US
Tsunami2 Digital Sound Decoder	\$45.00	\$52.00
Econami Digital Sound Decoder	\$45.00	\$52.00
Tsunami Digital Sound Decoder*	\$45.00	\$52.00
SoundCar Digital Sound Decoder	\$25.00	\$32.00
MC1 and MC2 Mobile Decoder	\$15.00	International out-of-warranty repair service not available
Accessory Lighting Decoder	\$20.00	\$27.00
PTB-100	\$35.00	\$42.00
SurroundTraxx	\$30/hour labor	\$30/hour labor
*Discontinued March 2016, serviceable until March 2018		

If product is sent back for repair and only a functional reset is required, the fee applied will be \$14.50 within Continental US and \$21.50 outside Continental US. *To avoid this we strongly advise you reset and test your decoder outside of your model before sending it in for repair. Contact the Customer Support Center for assistance if needed.*

Products which have been discontinued by SoundTraxx for two years or greater are no longer able to be serviced. Click here for more information on [Discontinued Products](#).

Shipping Instructions

It is important to properly package your product so that your investment safely arrives at our facility. We encourage you to insure your package. If using [USPS](#), it is recommended to use insured Registered Mail (insurance upon request) or Priority Mail (includes \$50 insurance) to ensure tracking will be available for the package. Note that if your USPS package is not certified, the tracking status does not guarantee receipt of the parcel. If using [UPS](#) you will automatically get a tracking number and \$100 insurance.



SoundTraxx Service Request Form

Please complete this form and send it with your payment or original receipt (if warranty repair), and repair item to:
Attn: Customer Support Center, SoundTraxx, 141 Burnett Dr., Durango, CO 81301

Customer Contact Information

Name: _____

Address: _____

City/State/ZIP: _____

Telephone: _____

E-mail: _____

Decoder Information

Part Number: _____

Date of Purchase: _____

Dealer Purchased From: _____

DCC System and Model Information

Command Station: _____

Decoder Address: _____ Decoder Installed By: _____

Model Manufacturer: _____ Model: _____ Scale: _____

Description of Issues You Would Like Us to Resolve

SoundTraxx covers all costs affiliated with warranty repairs within 90 days of purchase. Please include the original sales receipt, which will be returned with your repaired item.

For non-warranty repairs, please refer to Page 1 of this document for costs.

Payment Information (Visa, MasterCard, American Express, Discover, Check, Money Order)

Warranty Repair (original sales receipt enclosed)

Check Enclosed Check Number _____ Check Amount _____

Charge my Credit Card

Card Holder's Signature _____

For internal use only. Shred this portion after card is processed.

Credit Card Number _____ Exp. ____ / ____ CVV _____

Billing Address _____

SOUNDTRAXX[®]