

# 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
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
<i>Tsunami Digital Sound Decoders were discontinued March 2016, as of March 2018 they are no longer serviceable.</i>		

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: \_\_\_\_\_

Speaker (make, model): \_\_\_\_\_

Decoder Address: \_\_\_\_\_

Decoder Installed By: \_\_\_\_\_

Model Manufacturer: \_\_\_\_\_

Model: \_\_\_\_\_

Scale: \_\_\_\_\_

## Description of Issues You Would Like Us to Resolve

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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 \_\_\_\_\_

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

Credit Card Number \_\_\_\_\_ Exp. \_\_\_\_ / \_\_\_\_ CVV \_\_\_\_\_

Billing Address \_\_\_\_\_

