

Lowther Warranty Information

At Lowther Loudspeaker Systems Limited, we take pride in crafting instruments that last for generations. Our warranty policy reflects our commitment to exceptional craftsmanship, lasting value, and direct customer care.

Drive Units – Our Sonic Instruments

Collection	Warranty Period
Concert Collection	2 Years
Sinfonia Collection	10 Years
Philharmonic Collection	10 Years
Grand Opera Collection	10 Years

Each drive unit is covered against defects in materials and workmanship for the period stated above, from the date of original purchase from an authorised Lowther dealer.

This warranty applies only to the original purchaser and is non-transferable.

Masterpieces – Handmade

Products such as the Acousta 117, Acousta QW, Edilia, Almira, Audiovector, TP2, and Hegeman are covered under a 2-Year Warranty.

This warranty applies only to the original purchaser and is non-transferable.

Electronics and Accessories

Products	Warranty Period
PX4 Valve Amplifier	2 Years
Cables	2 Years
Phase Plugs	2 Years
Valves (included)	3 Months

This warranty applies only to the original purchaser and is non-transferable.



What Your Warranty Covers

If any covered product fails during normal domestic use due to defects in materials or workmanship, Lowther will, at its discretion:

- Repair or
- Replace the item free of charge within a reasonable timeframe.

Service must be carried out by:

- Lowther Loudspeaker Systems Limited
 - An appointed Lowther dealer or engineer
-

Important Conditions

Shipping costs to and from Lowther or its representatives are not included.

Products must be returned with:

- Original packaging (where possible)
- A copy of the sales receipt
- A written description of the issue

Always ship using a reputable courier and fully insure the product in transit.

What Will Void Your Warranty

- Modifications, repairs, or servicing performed by unauthorised persons
 - Removal, defacing, or tampering with serial numbers
-

What Your Warranty Does NOT Cover

- Damage after purchase not caused by manufacturing fault
 - Normal wear and tear
 - Accidental damage, misuse, neglect, or acts of nature
 - Failure to follow supplied installation or operating instructions
 - Damage due to improper cleaning
-

Lowther Loudspeaker Systems Limited reserves the right to refuse warranty service if any of these conditions are not met.

