

Avid information for Westlake website

http://avid.force.com/pkb/articles/en_US/faq/en210711?popup=true&NewLang=en&DocType=1079&q=Repairs+are+handled+by+Avid+Factory+Repair+Facilities+or+local+Authorized+Repair+Centers+%28listed+below%29.&x=-991&y=-20

Repairs/Authorized Repair Centers:

Repairs

Repairs are handled by Avid Factory Repair Facilities or local Authorized Repair Centers (listed below).

- If you purchased in the US and wish to raise an RMA# or check the status of a repair, call your local [Avid Support Office](#) and select the RMA/Repair option.
- If you purchased your product outside the US, contact your dealer and they will arrange an RMA for you.
- If you need to troubleshoot your product, an [Avid Support Code](#) is required.

Spare Parts

You can buy replacement parts online at Avid's WebStore:

- [Knobs & Faders](#)
- [Computer & MIDI Cables](#)
- [Product-Specific Cables & I/O](#)
- [Other Spare Parts](#)

Authorized Repair Centers

In addition to the Avid Factory Repair Facilities in the USA, Ireland, and Japan, Avid has regional Authorized Repair Centers (ARCs). Repairs can be arranged for the products listed in the Product Authorization column below at these ARCs. Repairs under warranty always require an RMA# issued by Avid Audio Technical Support, regardless of whether the repair is handled by Avid or an ARC.

Notes regarding ARCs:

- ARCs do not repair I/Os (interfaces) or cards (except where specified), Avid/Digi hard drives, AVoption|V10, AVoption|XL, AVoption, Avid Mojo, or Artists Series controllers. These products can only be repaired at the Avid factory repair facilities in California, Ireland, or Japan.
- ARCs listed as authorized for Control Surfaces or Other Control Surfaces are authorized for the following:
 - 003/003 Rack
 - C|24
 - Command|8
 - Control|24
 - Digi 002/Digi 002 Rack
 - ProControl product family

- ARCs listed as authorized for ICON are authorized for the following control surfaces:
 - D-Command product family
 - D-Control product family
- ARCs listed as authorized for VENUE are authorized for all VENUE Live Sound Environment products
- ARCs listed as authorized for System 5 are authorized for all System 5 family products
- ARCs listed as authorized for Fast Track are authorized for all Fast Track family products

Regional Authorized Repair Centers

Country	<u>Company Name & Address</u>	<u>Contact Information</u>	<u>Product Authorization</u>
USA	Advanced Musical Electronics	Phone: (310) 559-3157	- ICON
	8665 Venice Blvd.	Email: advancedmusical@ca.rr.com	- Other Control Surfaces
	Los Angeles, CA 90034	Website: www.advancedmusical.com	- VENUE
			- I/Os
USA	Ground Control Professional Audio	Phone: (954) 746-4896	- ICON
	10274 NW 47th Street	Email:	- Other Control Surfaces
	Sunrise, FL 33351-7903	info@groundcontrol-usa.com	- VENUE
		Website:	- I/Os
		www.groundcontrol-usa.com	- Cards

USA	Shaw Hill Group	Phone: (404) 502-0690	- ICON
	1025 Rose Creek Drive, Suite 620-342	Email:	- Other Control Surfaces
	Woodstock, GA 30189	info@shawhillgroup.com	- VENUE
		Website:	
		www.shawhillgroup.com	
USA	Musicians Custom Electronics	Phone: Shop (303) 668-2122	- ICON
	1559 South Broadway	Email: thedigilink@yahoo.com	- Other Control Surfaces
	Denver, Colorado 80210		- VENUE
			- I/Os
USA	Advanced Lighting and Sound	Phone: (248) 817-2092	- ICON
	1026 Maplelawn	Fax: (248) 817-2093	- Other Control Surfaces
	Troy, MI 48084	Email: service@go-als.com	- VENUE
		Website: www.go-als.com	
USA	Thermal Relief Design, Inc.	Phone: (702) 395-7005	- ICON
	Cheyenne Commerce Center	Fax: (702) 648-7895	- Other Control Surfaces
	730 West Chyenne Ave. Ste 120	Email: tony@thermalrelief.com	- VENUE
	North Las Vegas, NV 89030	Website: www.thermalrelief.com	
USA	dBm Pro Audio Services	Phone: (212) 629-0326	- ICON

	320 West 37th Street, Suite 501	Email: dbminfo@dbmproaudio.com	- Other Control Surfaces
	New York, NY 10018	www.dbmproaudio.com	- VENUE
USA	Allpro Electronics	Phone & Fax: (615) 259-9963	- ICON
	800 18th Ave South, Suite B	Email: repair@allproelectronics.com	- Other Control Surfaces
	Nashville, TN 37203	http://www.allproelectronics.com	- VENUE
			- I/Os
USA	Technical Services Co	Phone: (972) 421-4230	- ICON
	2480 Southwell Rd	Fax: (972) 421-4231	- Other Control Surfaces
	Dallas, TX 75229	Email: john@tecserv.biz	- VENUE
USA	Condor Electronics	Phone: (206) 633-5190	- ICON
	125 North 36th Street	Fax: (206) 633-0803	- Other Control Surfaces
	Seattle, WA 98103	Email: ptoms@condor-electronics.com	- VENUE
USA	Test Technology Inc	Phone:	- Fast Track
	4 East Stow Road, Dock # 26, Marlton, New Jersey, 08053,	http://www.testtech.com	- Dealer Returns
	USA		
Brazil	Ground Control	Phone: 55-21-2244-6530	- ICON
	Rua Carlos de Carvalho, n:34, Sala: 704-Centro	Email: info@groundcontrol.com.br	- Other Control Surfaces
	Rio de Janeiro, RJ 20230-180		- VENUE

			- I/Os
			- Cards
Brazil	Quanta Service	Phone: 55-21-2244-6530	- ICON
	Rua Dr. Sales de Oliveira, 2233 Vila Industrial	Fax: 55-19-3741-4643	- Other Control Surfaces
	Campinas - SP	Email: assistencia@quanta.com.br	- VENUE
	CEP 13035-500	www.quanta.com.br/service	- I/Os
			- Cards
Canada	CEV	Phone: 1-514-521-8253	- ICON
	3055 rue Adam	Email: digisupport@cev.ca	- Other Control Surfaces
	Montreal, QC H1W 3Y7	www.cev.ca	- VENUE
Mexico	Ingenieria Audio Profesional	Phone: 52-55236-3482	- Control Surfaces
	Betunias No. 13, Jardines de la Florida	Email: iapsa@cablevision.net.mx	- VENUE
	Naucalpan, Mexico 53130		- I/Os
Australia	Technical Workshops Pty Ltd.	Phone: 61-3-9866-6655	- ICON
	109 Commercial Road	Fax: 61-3-9866-6991	- Other Control Surfaces
	South Yarra, Victoria Australia 3141	Email: digi@techshops.com.au	- VENUE
		Website: www.techshops.com.au	- I/Os

			- Cards
China	Haupton Company	Phone: 852-2780-4864	- Control Surfaces
	Office 4, 15/F., Rightful Centre	Email: haupton@pacific.net.hk	
	12 Tak Hing Street		
	Yaumatei, Kowloon, Hong Kong		
China	Digital Media Technology Co. Ltd.	Phone: (8610) 8580-6317	- ICON
	Room 1512, D-Building SOHO New Town	Fax: (8610) 8580-6318	- Other Control Surfaces
	No. 88 Jiang Guo Road	Email: support@dmtpro.com	
	Chaoyang District, Beijing 100022	Website: www.dmtpro.com	
China	Digital Media Technology Co. Ltd.	Phone: 852-2721-0343	- ICON
	Unit A, 9th Floor, Great Wall Factory Bldg.	Fax: (852) 2366-6883	- Other Control Surfaces
	No. 11 Cheung Sha Wan	Email: support@dmtpro.com	
	Cheung Sha Wan, Kowloon, Hong Kong	Website: www.dmtpro.com	
Indonesia	La Mesa Sound Unlimited	Phone: 6221-8318388-89	- D-Control
	J1. BB no. 20, Kuningan	Email: lamesa@cbn.net.id	- Control Surfaces
	Jakarta 12870		
Taiwan	Audio Solutions Inc.	Phone: 886-2-23697668	- ICON
	1F, No.6, Lane 56, Sec 3	Website: www.audiosolution.com.tw	- Other Control Surfaces
	Hsin Sheng S. Road		

	Taipei 106		
Belgium	Amptec	Phone: 32-11-281458	- ICON
	Duifhuisweg 11	Email: service@amptec.be	- Other Control Surfaces
	Diepenbeek 3590		- VENUE
France	Meli Son	Phone: 33 1 43 0464 73	- ICON
	14 boulevard du Mont d'Est	Email: melison@wanadoo.fr	- Other Control Surfaces
	NOISY LE GRAND 93160	Website: http://melison.free.fr	- VENUE
Germany	PMS electronics GmbH	Phone: 0571 64600 0	- ICON
	Große Heide 27	Email: info@pms-electronics.de	- Other Control Surfaces
	Minden 32425	Website: www.pms-electronics.de	- VENUE
Germany	Triplex Service GmbH	Phone: +496725 308278-0	- Fast Track
	Otto-Hahn-Str. 3	Email: info@triplex-service.de	
	55435 Gau-Algesheim		
Hungary	Digital Pro	Phone: (06-1) 369 8465	- Control Surfaces
	Rona u. 102	Email: service@digitalpro.hu	- VENUE
	Budapest H-1149	Website: www.digitalpro.hu	
India	Ansata Computer Systems Pvt. Ltd.	Phone: +91 (80) 2548 8540	- ICON
	53 C. K. garden, Wheeler road extn.	Email: support@ansata.net	- Other Control Surfaces
	Bangalore 560 084		- I/Os
	Karnataka, India		- Cards

India	Real Image Media Technologies Pvt. Ltd.	Phone: +91 (44) 4348 8800	- ICON
	7B Third Street	Fax: +91 (44) 4206 0761	- Other Control Surfaces
	Balaji Nagar Royapettah	Website: www.realimage.com	- I/Os
	Chennai 600 014, India	Email: avidaudioarc@realimage.com	- Cards
India	Real Image Media Technologies Pvt. Ltd.	Phone: +91 (22) 2674-7275	- ICON
	8, Shah Industrial Estate	Fax: +91 (22) 2673 1911	- Other Control Surfaces
	Off Veera Desai Road, Andheri West	Website: www.realimage.com	- I/Os
	Mumbai 400 053 India	Email: avidaudioarc@realimage.com	- Cards
Italy	C.E.P. s.n.c.	Phone: 39-03-3126-0403	- ICON
	Via Volta 71	Email: info@cepsnc.net	- Other Control Surfaces
	Cardano al Campo, VA 21010		- VENUE
Japan	TriTech Inc.	Phone: +81 3-3793-8411	- ICON
	1-8-5, Koyamadai	Fax: +81 3-3793-8413	- VENUE
	Shinagawa-Ku		- I/Os
	Tokyo, 142-0061	Website: http://www.tritech.tv	- System 5
Netherlands	Hanex Service,	Phone: 0172 506993	- Fast Track
	Waaier 36, Leimuiden, 2451 VW,	Email: info@hanexservice.nl	
	Netherlands.		

Poland	DigiPark	Phone: +48 22 851 00 01	- ICON
	Belwederska 20/22	Email: arc@digipark.pl	- Other Control Surfaces
	Warsaw 00-762	Website: www.digipark.pl	- VENUE
Russia	A&T Trade	Phone: +7 (095) 796-9262	- ICON
	3, bld. 1, Aristarhovsky per.	Email: studio@attrade.ru	- Other Control Surfaces
	Moscow 109004		
Spain	SETEM	Phone: +34 93 423 2238	- ICON
	Rocafort, 69 interior B-1	Email: mail@setem.es	- Other Control Surfaces
	Barcelona 08015	Website: www.setem.es	- VENUE
Sweden	Sontec Hi-Fi	Phone: +46 8 3110 90	- ICON
	Odengatan 100	Email: digidesign@sontec.se	- Other Control Surfaces
	Stockholm 113 22		
Turkey	Compel Electronics Co.	Phone: +90 (212) 224 3201	- ICON
	Izzet Pasa Sokak 36/9 Sisli	Email: compelinfo@compel.com.tr	- Other Control Surfaces
	Istanbul 8026		- VENUE
UK	Lee Engineering Ltd	Phone: +44 (0)1524 846078	- ICON
	Palatine House, Scotforth Road	or +44 (0)1524 846070	- Other Control Surfaces
	Lancaster LA1 4SA	Email: DigiARC@Leeeng.co.uk	- VENUE
		Website: www.leeeng.co.uk	

UK	Technical Earth Ltd.	Phone: 44-20-8450-0303	- ICON
	Unit G18, Atlas Business Centre, Oxgate Lane	Email: digiservice@techearth. com	- Other Control Surfaces
	London NW2 7HJ		- VENUE