



System Maintenance:

Getting Your Connex® Headset System Reconditioned

The wear and tear of a single football season can be extremely tough on your headset system. Because your headsets are a valuable investment for your team, it is important that you properly care for your headsets during the season as well as leading up to the season. We recommend annual maintenance (reconditioning) for headset systems prior to the season so as to ensure your system is game-day ready! We've provided some information below to help detail what is involved in sending your headsets in for reconditioning.

Why should I have an extended warranty?

When it comes to protecting your investment, CoachComm recommends an extended warranty. For Connex customers, an extended warranty includes the following:

- One-time, in-shop maintenance on your entire Connex system prior to football season
- Extended warranty coverage on equipment (excludes abuse-related damage)
- Free return shipping on repairs during the season (inbound shipping charges to CoachComm are not covered)
- Priority service on all repairs in season – never miss a game without your equipment
- Peace of mind knowing that you and your program's equipment are covered

What is reconditioning?

For customers with an extended warranty, CoachComm offers a one-time annual maintenance package to "recondition" their system prior to football season. While weekly maintenance and proper storage is extremely important for all customers, this additional in-house reconditioning allows our technicians to inspect and repair all components of your system to ensure it is in pristine working order before your first game of the season.

Reconditioning includes:

- Inspection/testing of the entire system
- Repairing all components requiring repair or replacement
- Wiping down and cleaning the system

Once reconditioning is complete, your system leaves CoachComm game-day ready.

Why do we need to do it?

To ensure your headsets are ready to perform on the first day of the football season.

How do we send in our equipment for reconditioning?

Contact Customer Service by emailing customer.service@coachcomm.com or by calling 1.800.749.2761. You'll be issued a Return Material Authorization (RMA) number and asked to complete a [Service Request Form \(SRF\)](#). We ask that you securely and carefully pack your equipment in its original shipping box or other similar container before shipping to prevent damage.

How long will it take?

From the time of receipt, it takes an average of 10 days during our non-busy season to have your equipment ready.

Equipment under warranty that is received by CoachComm between August 1 and October 31 by Wednesday of game week, will be repaired and returned to you in time for your next game.

How much will it cost?

If your equipment is under warranty, there will be no charge for reconditioning.

If your equipment does not fall under warranty, our shop has a flat rate fee of \$115.00 for headsets that come in with BeltPacks or other system gear.

For headsets that arrive separate from a system, the following flat rate charges apply:

Sabre/Edge: \$40 each

Telex/Sennheiser: \$50 each

SmartBoom Pro: \$50 each

Costs for additional material and shipping also will be added to your final bill.

If I have questions, who do I contact?

If you still have questions about CoachComm's repair, warranty, or reconditioning policies, please contact a customer service representative by phone at 1.800.749.2761 or by email at customer.service@coachcomm.com.