



## Servicing your Cyrus product

Cyrus offers servicing for the majority of products that we've ever manufactured, some of which may have left the factory more than 30 years ago. A service involves not only repairs to correct any faults that may have occurred, but also a complete inspection and overhaul of the unit. The result is that your unit will be returned sounding not just as good as new – but better!

We offer fixed fee servicing to ensure that the consumer is fully aware of the exact cost of the work upfront, avoiding any unpleasant surprises even in the case of extensive remedial work.

The quoted price is inclusive of all parts, labour, and VAT, and includes a six-month warranty. To organise a service for your product, simply contact your local Cyrus retailer.

**All Cyrus component products, except Lyric /THREE**

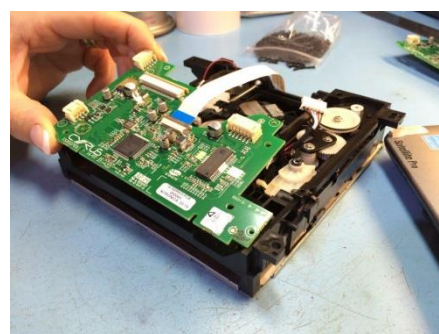
**£300.00**

**Lyric/THREE all-in-one**

**£400.00**

### Phase 1 – Inspection and diagnosis

The unit arrives at Cyrus and an engineer is allocated who visually inspects the unit for damage and wear. All failed/worn components are replaced and modifications made to bring the unit up to date. The firmware (if applicable) is also updated.



### Phase 2 – Testing and re-engineering

The unit is now subjected to a full range of tests designed to test the performance of the unit and compare it to the design specification. Further engineering takes place until the unit successfully passes the full range of tests.



### Phase 3 – Soak-testing and completion

The unit is now left on for at least 16 hours and its performance monitored. Once this final test is passed, it will be cleaned and repackaged ready for despatch.

We still support most of the units that we've ever manufactured but there are a few exceptions where parts are no longer available. To check whether your model is supported, check our Supported Models document.



For further details, contact our support team at [service@cyrusaudio.com](mailto:service@cyrusaudio.com)

#### Additional Information:

- Servicing should be arranged via your local Cyrus retailer
- Cyrus Audio Ltd cannot take responsibility for damage caused in transit where packaging has been deemed insufficient and not in line with our packaging guidelines
- Any work carried out to units under warranty that are found to be performing to specification may incur a charge to cover costs
- Quoted prices include UK mainland transit between the retailer and the factory. Shipping beyond the UK mainland may incur additional transportation costs
- If payment for work carried out is not received within six months of completion, Cyrus Audio reserves the right to retain the product in lieu of payment
- Prices quoted are valid in the UK only. If you are outside of the UK, please contact your distributor or approved service partner for options
- Cyrus reserves the right to refuse a product for service for any reason