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**\*\*\*FOR IMMEDIATE RELEASE\*\*\***

Press Release

**Genelec elevates customer experience**

**with 5 year warranty**

**Iisalmi, Finland, June 2023……**Genelec – the world leader in professional loudspeaker solutions – has elevated its customer experience and strengthened its commitment to [sustainability](https://www.genelec.com/sustainability) by introducing a 5 year warranty on its designs. By registering their models on the Genelec website, the new warranty program allows Genelec customers worldwide to extend their standard 2 year warranty by an extra 3 years, covering both parts and labour.

Since the company was founded 45 years ago, [Genelec](http://www.genelec.com/) has put sustainability at the heart of its design philosophy, by producing loudspeaker solutions with a long lifecycle and low environmental impact, backed up with extremely high levels of reliability and long term spare part support. This new extended warranty is an important step forward in that the extra three year warranty extension covers both parts and labour (where previously only parts were covered).

The warranty extension is activated by the customer simply by registering their purchases online via the Genelec website, a process that has been made faster and simpler by providing QR codes on product packaging to allow easy scanning of models and serial numbers. Once the customer’s details and proof of purchase are uploaded, Genelec distributor service centres worldwide can quickly verify the warranty status of any models returned for repair.

“We’ve always been focused on designing loudspeaker solutions that provide decades of reliable performance for our customers, but we also want to offer them the extra peace of mind that comes with a secure extended warranty,” comments Ole Jensen, International Sales Director at Genelec. “We’re confident that our new 5 year warranty will make our customers’ lives easier, highlight the trustworthiness of the Genelec brand, and signal our continued commitment to sustainable development.”

For more information please visit [www.genelec.com](http://www.genelec.com)/warranty

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***About Genelec***

*Since the founding of Genelec in 1978, professional audio monitoring has been at the core of the business. An unrivalled commitment to research and development has resulted in a number of industry firsts and established Genelec as the industry leader in active monitors. Over 40 years later Genelec monitoring products remain true to the original philosophy, offering reliability, neutral sound reproduction regardless of size, as well as the ability to adapt to the acoustic conditions of the listening environment. Genelec customers receive paramount support in the field, from acoustical advice and calibration services to technical service and long product life span. Buying a Genelec product is a secure long-term investment in outstanding and reliable audio monitoring.*

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