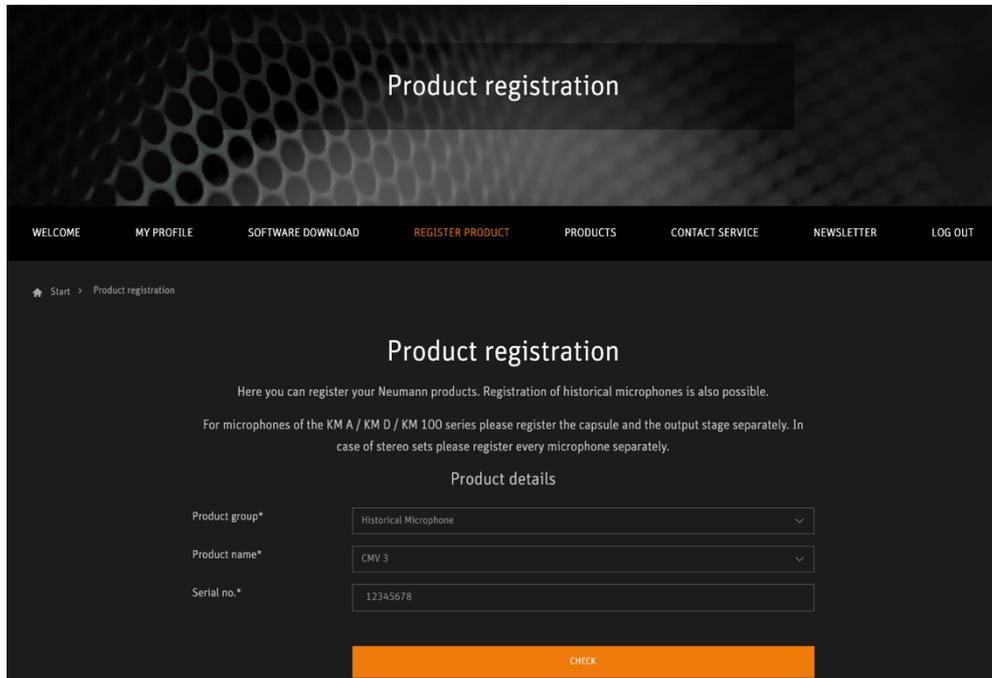


## Neumann Service Portal

### 1. Step: Register the product



Product registration

WELCOME MY PROFILE SOFTWARE DOWNLOAD REGISTER PRODUCT PRODUCTS CONTACT SERVICE NEWSLETTER LOG OUT

Start > Product registration

### Product registration

Here you can register your Neumann products. Registration of historical microphones is also possible.

For microphones of the KM A / KM D / KM 100 series please register the capsule and the output stage separately. In case of stereo sets please register every microphone separately.

#### Product details

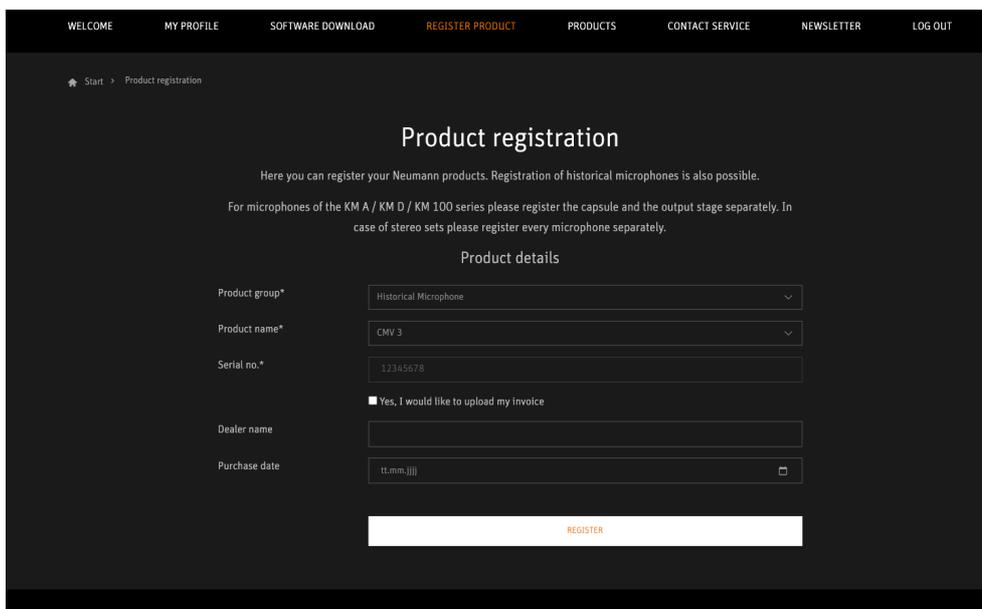
Product group\* Historical Microphone

Product name\* CMV 3

Serial no.\* 12345678

CHECK

### 2. Upload invoice (optional) and confirm registration



WELCOME MY PROFILE SOFTWARE DOWNLOAD REGISTER PRODUCT PRODUCTS CONTACT SERVICE NEWSLETTER LOG OUT

Start > Product registration

### Product registration

Here you can register your Neumann products. Registration of historical microphones is also possible.

For microphones of the KM A / KM D / KM 100 series please register the capsule and the output stage separately. In case of stereo sets please register every microphone separately.

#### Product details

Product group\* Historical Microphone

Product name\* CMV 3

Serial no.\* 12345678

Yes, I would like to upload my invoice

Dealer name

Purchase date (l.m.m. jiji)

REGISTER



3. Succes note appears

> Product registration

Product has registered successfully.

## Product registration

Here you can register your Neumann products. Registration of historical microphones is also possible.

For microphones of the KM A / KM D / KM 100 series please register the capsule and the output stage separately. In case of stereo sets please register every microphone separately.

### Product details

Product group\*

Product name\*

Serial no.\*

CHECK

4. Go to Contact Service <https://product-registration.neumann.com/contact-service> and select “request service”

## Contact Service

WELCOME MY PROFILE SOFTWARE DOWNLOAD REGISTER PRODUCT PRODUCTS CONTACT SERVICE NEWSLETTER LOG OUT

Start > Contact Service

Request an inspection or repair/maintenance or warranty service for your Neumann product. Please note that your Neumann product should be registered beforehand.

For all other inquiries, please contact Neumann Service via the contact form.

REQUEST SERVICE CONTACT SERVICE



5. Select the product you would like to send to service

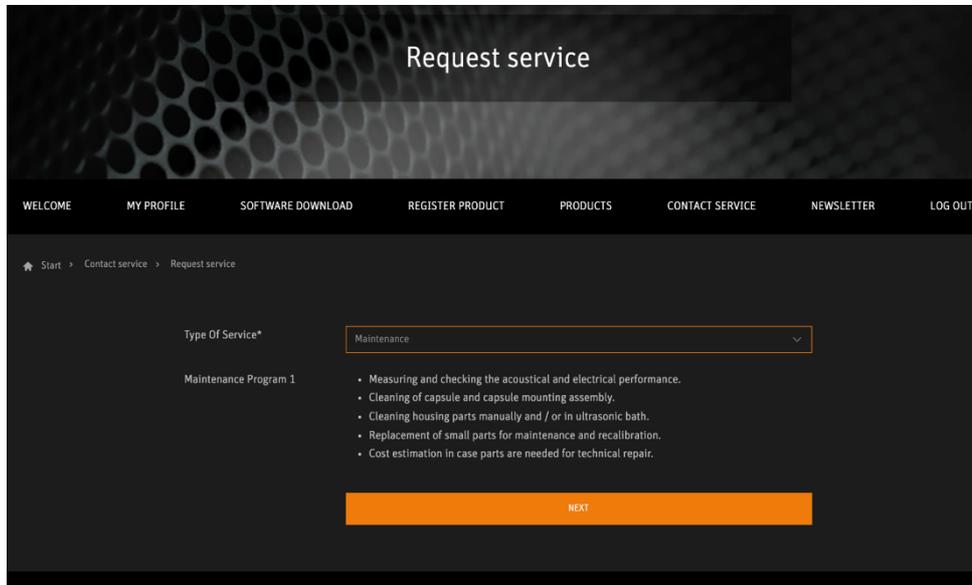
The screenshot shows the 'Request service' page with a navigation menu and a table of products. The table has columns for Product, Serial No., Year of Manufacturing, Dealer Name, and Purchase Date. Each row has a 'CHOOSE' button.

Product	Serial No.	Year of Manufacturing	Dealer Name	Purchase Date	
V 402	369420535945	1980-01-01 00:00:00	Test	2021-12-08 00:00:00	CHOOSE
KM 100	24732583945834		Test	2021-12-15 00:00:00	CHOOSE
KM 140	test134246				CHOOSE
V 402	test12347				CHOOSE
TLM 67	test				CHOOSE

6. Select one of the services available

The screenshot shows the 'Request service' page with a dropdown menu for 'Type Of Service\*'. The dropdown is open, showing options: 'Please choose', 'Maintenance', 'Inspection ( Not-avallable )', and 'Warranty'.

7. The service description is displayed (price will be added later)



Request service

WELCOME MY PROFILE SOFTWARE DOWNLOAD REGISTER PRODUCT PRODUCTS CONTACT SERVICE NEWSLETTER LOG OUT

Start > Contact service > Request service

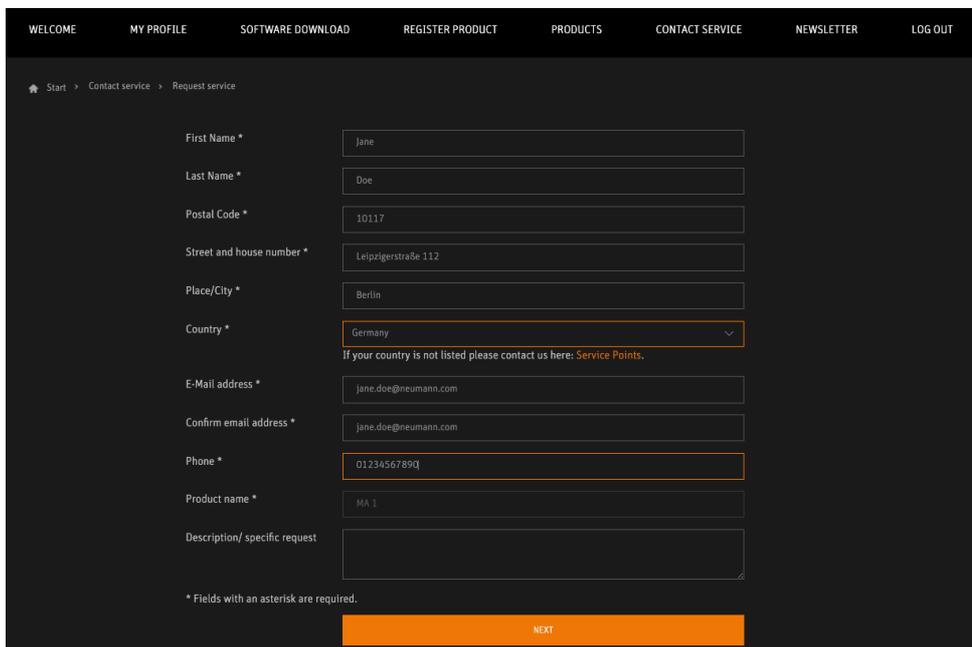
Type Of Service\* Maintenance

Maintenance Program 1

- Measuring and checking the acoustical and electrical performance.
- Cleaning of capsule and capsule mounting assembly.
- Cleaning housing parts manually and / or in ultrasonic bath.
- Replacement of small parts for maintenance and recalibration.
- Cost estimation in case parts are needed for technical repair.

NEXT

8. Complete your address details – information is taken over from registration



WELCOME MY PROFILE SOFTWARE DOWNLOAD REGISTER PRODUCT PRODUCTS CONTACT SERVICE NEWSLETTER LOG OUT

Start > Contact service > Request service

First Name \* Jane

Last Name \* Doe

Postal Code \* 10117

Street and house number \* Leipzigerstraße 112

Place/City \* Berlin

Country \* Germany

If your country is not listed please contact us here: [Service Points](#).

E-Mail address \* jane.doe@neumann.com

Confirm email address \* jane.doe@neumann.com

Phone \* 01234567890

Product name \* MA 1

Description/ specific request

\* Fields with an asterisk are required.

NEXT



9. Review price and information. Here you can add another product (this will take you back to step #5)

WELCOME MY PROFILE SOFTWARE DOWNLOAD REGISTER PRODUCT PRODUCTS CONTACT SERVICE NEWSLETTER

Start > Contact service > Request service

EDIT ADD ANOTHER PRODUCT

### Service Request Details

Position	Service	Product	Product Number	Service Price
1	Maintenance	MA 1	508972	85 EUR

Details

First Name \*: Jane  
Last Name \*: Doe  
Street and house number \*: Leipzigerstraße 112  
Postal Code \*: 10117  
Place/City \*: Berlin  
Country \*: Germany  
E-Mail address \*: jane.doe@neumann.com  
Phone \*: 01234567890  
Product \*: MA 1  
Description/ specific request \*:

Yes, I have taken note of the [privacy notice](#).\*

SEND

10. Confirm the privacy note and send your request

Contact service > Request service

EDIT ADD ANOTHER PRODUCT

### Service Request Details

Position	Service	Product	Product Number	Service Price
1	Maintenance	MA 1	508972	85 EUR

Details

First Name \*: Jane  
Last Name \*: Doe  
Street and house number \*: Leipzigerstraße 112  
Postal Code \*: 10117  
Place/City \*: Berlin  
Country \*: Germany  
E-Mail address \*: jane.doe@neumann.com  
Phone \*: 01234567890  
Product \*: MA 1  
Description/ specific request \*:

Yes, I have taken note of the [privacy notice](#).\*

SEND



11. You get this note, and a few minutes later you will receive an email with instructions and the RMA document to be sent with your package.

The screenshot shows a dark-themed web page with a grid pattern in the background. At the top, the text 'Request service' is centered in a white box. Below this is a navigation menu with links: WELCOME, MY PROFILE, SOFTWARE DOWNLOAD, REGISTER PRODUCT, PRODUCTS, CONTACT SERVICE, NEWSLETTER, and LOG OUT. A breadcrumb trail reads: Start > Contact service > Request service. The main content area contains the following text:

Thank you for submitting your service request. You will shortly receive an email from us with a reference number and further instructions on the return process.

Usually this email should be with you in 15 minutes, but can sometimes take longer. If you do not receive an email within 1 working day, please check your junk/spam folder before contacting us for further support.

The email will contain instructions of how and where to send your product for repair. In the meantime, you can prepare the product by packaging it in a safe and secure way, to protect it from damage during transport.

Please remember to include a copy of your receipt for warranty claims.

Please do not ship anything to us without including the reference number provided in the email.

If you have any questions, please reply to the first email you receive from us, without changing the subject line.

If you do not receive any emails from us after 1 day, then contact us via our contact from [Contact - Neumann.Berlin](#)