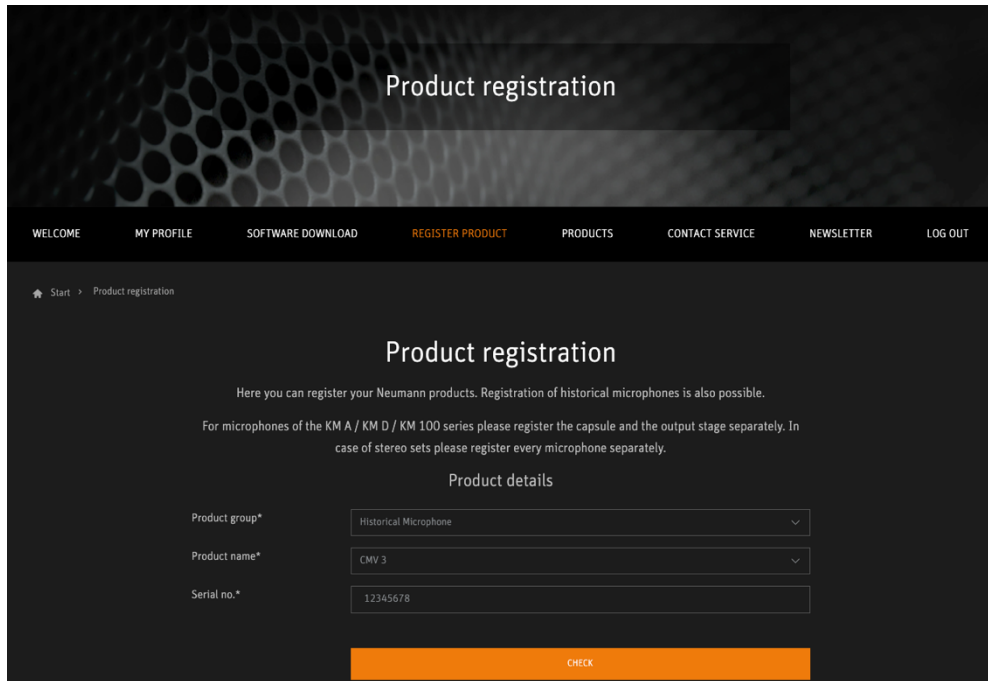


Neumann Service Portal

1. Step: Register the product



Product registration

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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

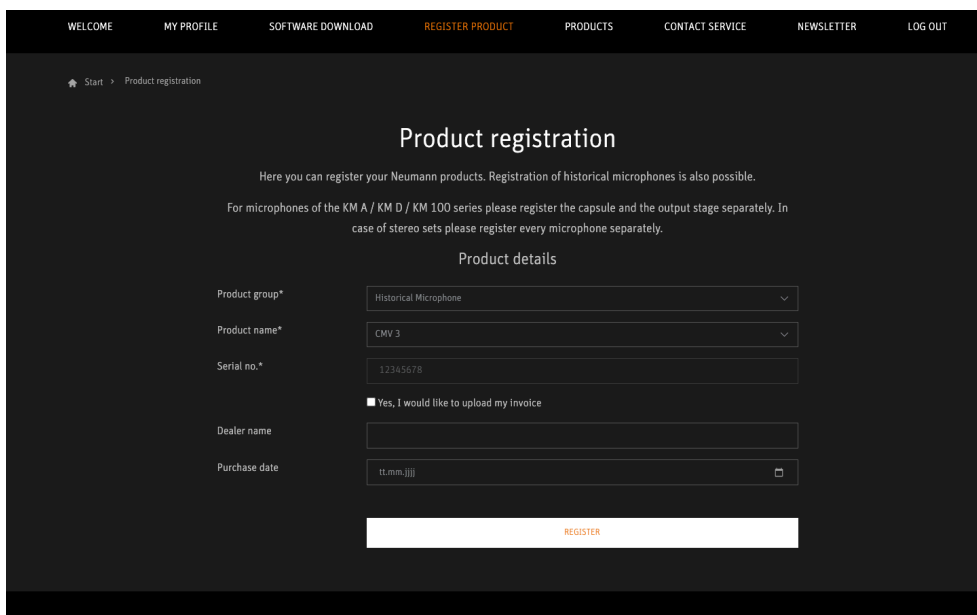
Product group* Historical Microphone

Product name* CMV 3

Serial no.* 12345678

CHECK

2. Upload invoice (optional) and confirm registration



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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 tt.mm. jjjj

REGISTER

3. Success 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

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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

Request service

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[SOFTWARE DOWNLOAD](#)
[REGISTER PRODUCT](#)
[PRODUCTS](#)
[CONTACT SERVICE](#)
[NEWSLETTER](#)
[LOG OUT](#)

Start > Contact service > Request service

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

Request service

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Start > Contact service > Request service

Type Of Service*

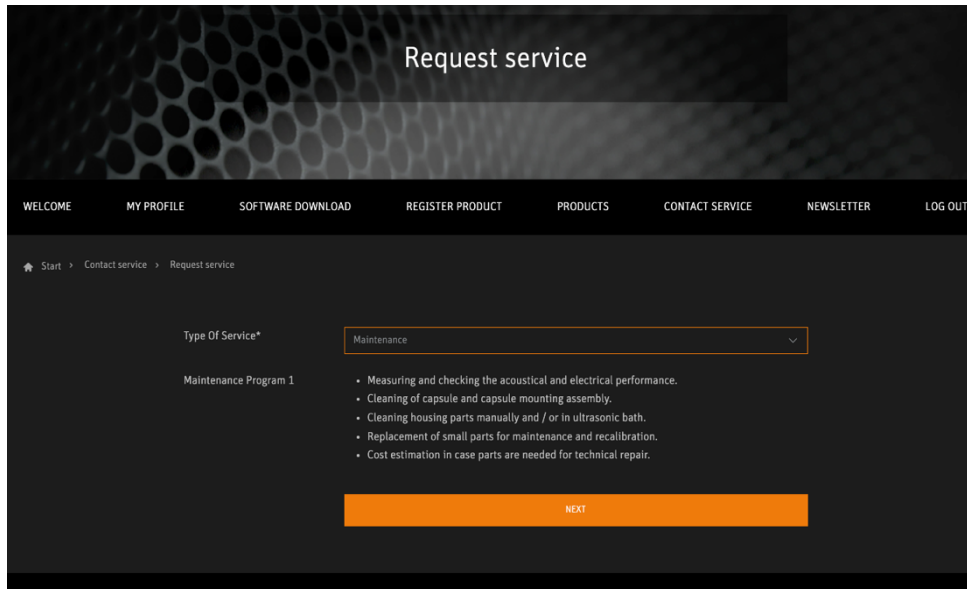
☒ Please choose

☐ Maintenance

☐ Inspection (Not-available)

☐ Warranty

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



Request service

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Start > Contact service > Request service

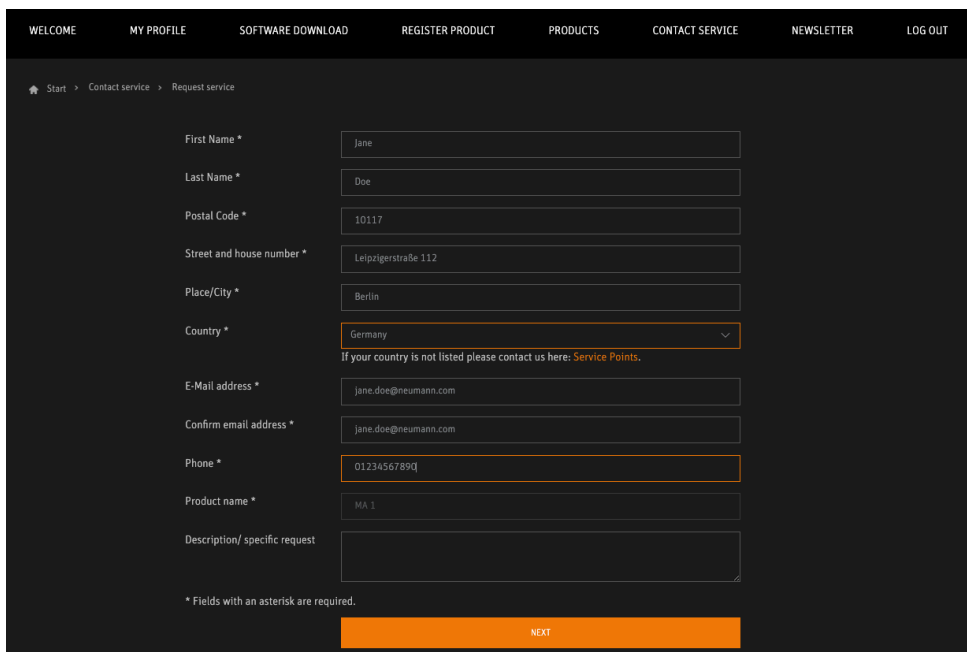
Type Of Service* Maintenance

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



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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)

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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.

