



SPEAKER FIELD DESTROY PROGRAM v4FEB26 DLR.

Direct Dealer Program

Procedures:

- Customer Must Complete Field Destroy Form, please mark for CREDIT or EXCHANGE any form received unmarked will be issued as an RA for Credit.
- Eligible Speakers/Subwoofers are to be inspected by PowerBass Representative to validate defective issue(s).
- Serial Numbers must be listed for all items on the form and speakers must be designated as single or pair if applicable.
- **DO NOT** perform Field Destroy prior to receiving the approved RA Number from PowerBass.
- **DEALER:** Returns the completed Field Destroy Form to PowerBass for initial processing and RA# request. *No signature is required at this time.*
- **PowerBass:** Acknowledges receipt of Field Destroy request by issuing RA number if approved and all items are deemed eligible and will return the form to the Dealer at this time for the Field Destroy to be performed by the PowerBass Sales Representative.
- **PB-REP:** Cut and Remove cones to destroy speakers / subwoofers and sign-off on the Field Destroy Request Form. This usually is done same day on the reps visit into the Dealer.
- **Dealer:** Returns the final and completed Field Destroy Form with the reps signature to PowerBass for final processing. – ***THIS MUST BE SIGNED FOR CREDIT OR EXCHANGE TO BE PROCESSED AND THE RA TO BE COMPLETED**
- ***NO REP PRESENT RULE:** With prior approval from PowerBass and In the event that the area sales rep is not able to complete the Field Destroy and signed off on the form, the Dealer may complete the Field Destroy by submitting photos of this performed by the Dealer to the appropriate PowerBass Sales Director, National Sales Manager, or Warranty Department Staff Member for their signature to complete the RA for processing.

Addendums:

- **ALL PRODUCTS** with serial numbers with sold and or production date **OVER 2 YEARS** require dated receipt showing date sold to the consumer excluding 2XL Series if enrolled in Life Time Warranty Program where the Life Time Warranty Document must be included also.
- Any defective products not eligible under the Field Destroy Program Must be placed on a standard RA Request Form and Returned to PowerBass for evaluation.
- PowerBass reserves the right require a sales receipt showing the purchase date (of being sold to consumer) before issuing an RA number for any item deemed in question regardless of serial date.
- PowerBass reserves the right to refuse the ability to utilize the Field Destroy Program to any customer at any time at its discretion.

Program Guidelines:

- PowerBass Direct Dealer Field Destroy Program is open to qualified Direct Dealer Only
- To Qualify for Field Destroy the account must:
 - *Be A Direct Account Key Program Level or Higher*
 - *Be in good standing with PowerBass Credit Department*
 - *Maintain adequate stock levels and sales of PowerBass Products*
 - *Maintain an annual return rate of 3% or lower*
- PowerBass Sales Representative should administer and sign off on the Field Destroy.
- For cases where the PowerBass is not available the Dealer can still benefit from the Field Destroy program by requesting approval to submitting photos to your sales director, national sales manager or our warranty department staff **DO NOT PROCEED** until you have been approved for this.
- Products missing serial numbers that qualify for the Field Destroy Program will either be credited at the last purchase price or must be processed as a standard RA and would need to be returned to PowerBass for evaluation.
- Note that Half Pairs / Single Tweeters may be submitted for **EXCHANGE**. If not available at the time of submission credit will be issued for the value of the single item only and not the full set.

Qualified Models: *(some models qualify for replacement parts only)*

- The Following model numbers are **NOT ELIGIBLE for Field Destroy** all other speaker and subwoofer models qualify for field destroy. See below for ineligible models or series:
(This list will be updated as new models are released. Closeout items only apply for field destroy if within the 90-day warranty period from date of sale to the consumer with receipt)

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| • 3XL SERIES SUBWOOFERS | • PBXS-PODSR Models 62,82 |
| • 2XL SERIES SUBWOOFERS | • XL-PS200 |
| • PBX-PRO CD Models 6,8,69 | • XL Series Soundbars 800,1000,1200 |
| • PBX-PRO65C – (2H FRD option) | • XL-50 Series Soundbars 650,850,1250 |
| • 4XL-65C - (2H FRD option) | • STA Models 8,10 |
| • XPRO-CX Models 65,8 | • PB-US62 |
| • XL-PODLR/LRG Models 6,8,10 | • AMPLIFIERS All Models |
| • XL-PODSR Models 5,6,8 | • PROCESSORS / EQ's / BT Modules |
| • PBXS-PODCLR Models 6,8,10 | • Portable Bluetooth – All Models |

- The Following model numbers will receive **REPLACEMENT DIAPHRAGMS ONLY** these models will qualify as Field Replaceable Diaphragm replacement only and must be listed in the following method on the Field Destroy form; **EXAMPLE PBX-PRO4H shown below**
 - **Model Number enter this part number – PBX-PRO4H FRD**
 - **Serial Number enter the actual serial number of the PBX-PRO4H that is defective**
 - **We highly recommend stocking these parts and we can exchange them or issue credit as they are used**
 - **If you choose not to use the FRD Option, you must return these items as normal RA's**

- The Following model numbers will receive **REPLACEMENT DIAPHRAGMS ONLY:**
 - **PBX-PRO1**
 - **4XL-2H**
 - **PBX-PRO2H**
 - **L-3H**
 - **PBX-PRO3H**
 - **XPRO-4H**
 - **PBX-PRO4H**

- The Following model numbers can receive **REPLACEMENT SUBWOOFERS ONLY** these models will qualify for ARW/RW Replacement Woofers only and must be listed in the following method on the Field Destroy form; **EXAMPLE *PS-WB121 shown below**
 - **Model Number enter this part number –* PS-RW121 *ARW if Amplified Enclosure**
 - **Serial Number enter the actual serial number of the PS-WB121 that is defective**
 - **Note if this is a 2025 Model PBM Party Pack these are PS-10 and PS-12 Subs enter these as PS model numbers and the serial number from the Subwoofer**
 - **If you choose not to use the Replacement Subwoofer option you must return the entire enclosure as a normal RA**

- The Following model numbers will receive **REPLACEMENT SUBWOOFERS ONLY:**
 - **PS-WB121T**
 - **PS-WB101T**
 - **PS-WB122**
 - **PS-WB102**
 - **PS-WB121**
 - **PS-WB101**
 - **PS-AWB121T**
 - **PS-AWB101T**
 - **PS-AWB121**
 - **PS-AWB101**
 - **PS-DF110T**
 - **PS-ADF110T**
 - **PS-PP All Models**
 - **PBM-PP All Models**

Qualifications:

- PowerBass Dealer Field Destroy Program is open to qualified Direct Dealers Only
- To Qualify for the Speaker Field Destroy Program the account must:
 - *Be A Direct Account Key Program Level or Higher to be considered for this program*
 - *Be in good standing with PowerBass Credit Department*
 - *Maintain adequate stock levels and sales of PowerBass Products*
 - *Maintain an annual return rate of 3% or lower see below for further details.*
- **RETURN RATES** will be monitored by PowerBass on a quarterly basis and qualification for continued program eligibility will be validated annually.
 - Return Rates of **3% or Less** will **Automatically Re-Qualify** for the Speaker Field Destroy Program for the following year and will continue to enjoy the simple procedures of this program offer.
 - Return Rates **Above 3% but Below 5%** will be placed on a Per Occurrence probation and all submissions will be evaluated against the current return rate status. PowerBass reserves the right to decline field destroy during this period in an effort to maintain acceptable return rates and help pinpoint defective issues with its accounts. This level of return rate **WILL NEED APPROVAL PRIOR TO CONTINUATION** of the program the following year.
 - Return Rates **Above 5%** will **NOT** be considered **ELIGIBLE** for the Speaker Field Destroy Program and the privilege to this program will be revoked at the time this return rate has been exceed over a period of two quarters or results in an annual return rate exceeding this amount. The customer may request a review for renewal of the program after one year with review of current return rate trends.

NON-WARRANTABLE ISSUES:

- Please refer to the list below for Non-Warrantable issues that would not be accepted under the PowerBass limited warranty policy.

<ul style="list-style-type: none"> ○ Surround, Cone or Dustcap Abrasion ○ Surround, Cone or Dustcap Puncture ○ Surround, Cone or Dustcap Impacted ○ Bent or Cracked Basket (unless due to shipping damage) ○ Tweeter Impacted / Crushed Dome 	<ul style="list-style-type: none"> ○ Speaker Parts Missing (CoAx Tweeter, Terminal, Dustcap) ○ Water Damage on Non Water Resistant Speaker ○ Saturation in foreign substance (Dirt, Debris, Glue Etc.) ○ Installed but in good working order ○ Brand New / A-Stock Product
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Thank you for your participation in the PowerBass Speaker Field Destroy Program. Our goal is to help lower shipping costs for all and help our customers manage warranty issues in a timely and cost-efficient manner. Your attention to the above guidelines is greatly appreciated and valuable to ensure the program operates to the best of its ability to better serve you and your customers.

For questions or to submit a Field Destroy form please contact us at: warranty@powerbassusa.com