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› Devialet Care for Phantom Reactor (WG841/AA) Instruction Manual

## Devialet WG841/AA

# Devialet Care for Phantom Reactor (WG841/AA) Instruction Manual

## 1. INTRODUCTION

This document provides comprehensive instructions for the Devialet Care service, designed specifically for your Devialet Phantom Reactor. Devialet Care offers extended protection and peace of mind for your audio system.

## 2. PRODUCT OVERVIEW

Devialet Care is an accessory service plan that extends the warranty and provides coverage for accidental damage to your Phantom Reactor. It ensures that in the event of unforeseen incidents, your system can be replaced.



Image: Devialet Care card. This card outlines the benefits and terms of the Devialet Care service plan.

### 3. ACTIVATION

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To activate your Devialet Care service, please follow these steps:

1. **Locate your Devialet Care card:** This card contains a unique activation code.
2. **Visit the official Devialet website:** Navigate to the dedicated Devialet Care activation page. You can typically find this under the 'Support' or 'Services' section of the Devialet website.
3. **Enter your details:** Provide the required information, including your Phantom Reactor's serial number and the activation code from your Devialet Care card.
4. **Confirm activation:** Follow the on-screen prompts to complete the activation process. You will receive a confirmation email once your Devialet Care plan is active.

For assistance with activation, please refer to the Support section.

## 4. UTILIZING DEVIALET CARE

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Devialet Care provides coverage for accidental damage to your Phantom Reactor. In the event of damage, follow these procedures:

1. **Assess the damage:** Determine the nature and extent of the accidental damage to your Phantom Reactor.
2. **Contact Devialet Support:** Reach out to Devialet's customer support team. Provide them with your Devialet Care activation details and a description of the damage.
3. **Follow instructions:** Devialet Support will guide you through the claim process, which may include providing photographic evidence or arranging for the return of the damaged unit.
4. **Replacement:** Upon approval of your claim, Devialet will arrange for the replacement of your damaged Phantom Reactor as per the terms of your Devialet Care plan.

Please note that Devialet Care covers accidental damage and extends the standard warranty. It does not cover cosmetic damage that does not affect functionality, loss, or theft.

## 5. MAINTAINING YOUR DEVIALET CARE COVERAGE

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To ensure your Devialet Care coverage remains valid, it is important to:

- **Keep your activation details secure:** Retain your Devialet Care card and activation confirmation email.
- **Adhere to product usage guidelines:** While Devialet Care covers accidental damage, proper handling and use of your Phantom Reactor as per its own instruction manual will help prevent unnecessary incidents.
- **Register your product:** Ensure your Phantom Reactor is registered with Devialet, linking it to your Devialet Care plan.

## 6. TROUBLESHOOTING

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If you encounter issues with your Devialet Care service or have questions regarding a claim:

- **Activation issues:** If you cannot activate your Devialet Care plan, double-check the activation code and your Phantom Reactor's serial number. Ensure you are on the correct Devialet activation page.
- **Claim status:** For updates on an existing claim, contact Devialet Support directly, providing your claim reference number.
- **Understanding coverage:** If you are unsure whether a specific type of damage is covered, review the terms and conditions provided with your Devialet Care plan or contact support for clarification.

## 7. SPECIFICATIONS

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Attribute	Detail
Product Type	CE Accessory (Service Plan)
Brand	Devialet
Model Name	Devialet Care - Phantom Reactor
Compatible Devices	Phantom Reactor

Model Number	WG841/AA
Global Trade Identification Number (GTIN)	03663424008600
Manufacturer	Devialet Inc

## 8. WARRANTY AND COVERAGE

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Devialet Care for Phantom Reactor (WG841/AA) provides an extended warranty and accidental damage coverage. The warranty description states: **3 years, 3 years (in addition to 2 year standard warranty)**. This means the service extends the standard 2-year warranty by an additional 3 years, totaling 5 years of coverage from the original purchase date of the Phantom Reactor.

This service plan covers accidental damage, ensuring replacement of your system in such cases. Specific terms and conditions apply and are detailed on your Devialet Care card and the official Devialet website.

## 9. CUSTOMER SUPPORT

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For any questions, assistance with activation, or to initiate a claim, please contact Devialet Customer Support:

- **Online Support:** Visit the official Devialet website and navigate to the 'Support' section for FAQs, guides, and contact forms.
- **Contact Information:** Refer to the contact details provided on your Devialet Care card or the Devialet website for phone or email support.

You can also find more information on the Devialet website: [www.devialet.com](http://www.devialet.com)