

[Program Modified: July 1, 2021]

OVERVIEW

The HARMAN Education Alliance Program (EAP) is a customer loyalty program for higher education institutions located throughout the United States and Canada, and K-12 institutions in the United States. EAP is administered by the HARMAN Professional Solutions Division of HARMAN International, a wholly owned subsidiary of Samsung Electronics.

HARMAN manufactures complete audio, video, control, and lighting solutions for a wide-range of spaces including classrooms, cafeterias, auditoriums, performance halls, stadiums, and more. Our brand portfolio includes AKG, AMX, BSS, Crown, dbx, JBL Professional, Lexicon, Martin Professional, Soundcraft, and SVSi by AMX.

More information about our award-winning brands and product solutions can be found at pro.harman.com.

MEMBERSHIP BENEFITS

- **EARN POINTS ON HARMAN PROFESSIONAL PRODUCTS AND REDEEM POINTS FOR FREE EQUIPMENT**

Earn 1 point for every \$10 of MSRP on eligible products, regardless of the price you paid. (Example: The JBL Control 26CT has a MSRP of \$198. Points earned when purchasing one unit = 19.80.)

Redeem points on eligible products at MSRP. You must have full points in order to redeem – no partial redemptions are allowed. (Example: 198 points are needed to redeem one JBL Control 26CT with a MSRP of \$198.)

- **EXTENDED WARRANTY FOR AUDIO, VIDEO AND CONTROL PRODUCTS**

HARMAN manufacture warranties can vary from one to five years, depending on brand and type of product. As an EAP member, you will receive a five (5) year limited warranty on all Harman Professional audio, video, and control brands: AKG, AMX, BSS, Crown, dbx, JBL Professional, Lexicon, Soundcraft, and SVSi.

Approved products are automatically registered for an extended warranty if an EARN request is submitted within 12 months of the product ship date. (Example: AMX Enova DVX-2250HD has a 3 year manufacture warranty. As an EAP member you will receive a 2 year warranty extension, providing you with a limited warranty of 5 years).

For detailed information, please see the warranty policy on our brand websites or [contact our service team](#).

- **FREE TRAINING THROUGH HARMAN UNIVERSITY**

EAP members get free access to [HARMAN University](#), containing over 100 training modules. Start with our Core Curriculum courses to gain a baseline level of proficiency in Audio, Lighting, Video and Control, or utilize our advanced courses to master new concepts and programming skills.

- **DIRECT ACCESS TO HARMAN TECHNICAL SUPPORT AND WARRANTY REPLACEMENT**

Having an issue and need help troubleshooting a problem? EAP members gain direct access to our technical support team. Call (844) 776-3899 and use your EAP Member ID to reach a technical support representative.

Need to make a return? EAP members can set up warranty replacements or repairs directly with HARMAN customer service.

For contact information, visit our website <https://pro.harman.com/service>.

- **RECOGNITION FOR HARMAN TECHNOLOGY INSTALLATIONS AT YOUR SCHOOL OR COLLEGE THROUGH SPONSORED CASE STUDIES**

Want to be recognized for your AV systems installation? EAP members can request an evaluation of their recent installation featuring HARMAN equipment. If selected for a case study, your installation could be featured in trade publications, on social media, on the HARMAN website, and more.

For more information, visit our website <https://eap.harman.com/> or contact us at education.alliance@harman.com.

