

Tips on Buying Used Comrex Equipment

Comrex has made equipment for the broadcasting and professional audio industry since the early 1960's. Used Comrex products regularly turn up on dealers' shelves and in on-line auctions. We are always happy to help people using our gear! Comrex support and repair services don't depend on whether you are the original owner.

All Comrex products, with the exception of some of our older telephone voice couplers, have serial numbers. If you are considering purchasing a unit that does not have a serial number, or if the seller is unwilling to provide that information, be very cautious. This may indicate that a present or past owner of the gear did not obtain it legitimately, and tried to cover their tracks.

If you can obtain the serial number of a Comrex product, contact our Tech Support Department, and they will gladly check our records on the unit. We may have information on the identity of the last known owner, and we will certainly have a record of any repairs or upgrades that were done by Comrex. Equipment that has been declared "non-repairable" following severe lightning (or similar) damage occasionally reaches the second-hand market. A call to us might save you from buying an expensive door-stop!

We do upgrades and evaluations of current Comrex products for free. Upgrades and checkouts of discontinued products are subject to a small charge – contact Tech Support for information. Our warranty and repair policies don't depend on original ownership.

Comrex has an excellent record of being able to repair our older products, but there are limitations. Parts do get discontinued, and if our stock is exhausted, the gear may be non-repairable. It's generally worth a try to have us look at the item, however, as we have some creative minds who may be able to work around the problem. Comrex Corporation never made computer printers! There was an Asian company that used that name for a while, but they are long gone, having been purchased by Epson.

Comrex purchased the marketing and support for several Gentner / ClearOne products in 2002. The only Gentner equipment we support or repair is the DH20, DH22 and DH30 telephone hybrids, as well as the TS612 talk show system. If you are considering purchasing any other second-hand Gentner product, please be aware that Comrex does not have parts, manuals, or support information available and is unable to repair those units.