



DDJ-SX3 – important news

Dear valued customer,

We've identified an issue in some DDJ-SX3 controllers which can cause the audio output to freeze or make all the unit's LED lights switch off.

All affected DDJ-SX3 controllers will be examined and repaired free of charge at a Pioneer DJ repair center.

Find out how to tell if your controller is affected by this issue, plus details of how to contact us, below.

We'd like to thank you for your continued support for our products and we're sorry for the inconvenience caused by this issue.

Affected model

- **DDJ-SX3 performance DJ controller**

How to identify the affected model

- Use the packing box to check if your controller is affected

The affected units do not have a black dot beside the bar code, below the serial number on the box. If your box looks like this, please contact us via the phone number or web address below.

If your DDJ-SX3 does not have a black dot next to the serial number, please contact our Warranty and Service Department at (800) 782-7210 (Monday – Friday, 7:30 AM – 4:00 PM Pacific time) or contact us online at <https://www.pioneerelectronics.com/PUSA/AboutPioneer/Contact+Us>.

We will be happy to provide a prepaid, preaddressed FedEx shipping label for return of your unit to Pioneer DJ to have the necessary corrective service performed and the updated unit returned to you via FedEx overnight shipment. You can also create your own factory service ticket and prepaid shipping label by contacting us at <https://parts.pioneerelectronics.com/repair/> and following the instructions provided.

Canadian customers: please contact SFM customer service 1-888-856-1919 select returns: Option 2 or access the online return authorization form at: <http://www.sfm.ca/return-authorization-form/>



Affected unit (no black dot),
please use the process above to
have the unit updated



Updated unit
(black dot on the box and the unit)