

Klipsch The Sevens

Support Timeline, Warranty Record, and Repeat Product Failure

Customer	Finn
Prior case	#830785
Current consolidated ticket	#887216
Period covered	December 3, 2025 through September 11, 2026
Product	Klipsch The Sevens powered loudspeakers
Status at update	Unresolved; September 11 merge notices did not provide a substantive resolution
Updated	September 12, 2026

Purpose and standard.

This public packet organizes the documented record into a dated chronology. It is limited to factual statements, attributed quotations, and clearly labeled customer reports. It does not assign motives, make legal conclusions, or characterize conduct more severely than the record supports.

Public edition: personal email addresses, telephone numbers, street addresses, serial numbers, and tracking information are omitted.

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1 Executive factual summary

The available record supports the following sequence:

1. The original pair of Klipsch The Sevens failed on December 3, 2025, according to the contemporaneous BBB complaint attached to the January email. Klipsch directed firmware recovery and diagnostic steps. After those steps did not restore operation, support representative Chris Atkinson wrote, “Sounds like an amp issue.”
2. Because the speakers had been acquired secondhand, Klipsch initially treated the matter as outside warranty. On December 15, Chris offered a “discounted price” of \$370.12 per amplifier. On December 30 he maintained the \$370.12 position.
3. After a Better Business Bureau complaint in January 2026, Jeremy wrote that \$200 was below Klipsch’s cost and that \$370.12 was “very near our cost for this part.” He then approved a replacement amplifier at no charge as a “one-time courtesy.” The amplifier was backordered for months.
4. In May 2026, after escalation through Klipsch’s Instagram account, Klipsch offered a complete B-stock replacement pair rather than continuing to wait for the amplifier.
5. The written warranty record concerning that replacement is internally inconsistent. Eric Bedwell first wrote that there would be “no further warranty.” Later the same day he wrote that the original warranty would continue on the replacement, conditioned on return of the defective pair. On June 8, after Klipsch received that return, Marc again wrote: “Your original warranty will continue on your replacement product.”
6. The Klipsch-supplied replacement pair later developed clicking and intermittent output, then ceased producing output from the main speakers on September 7, 2026 (Labor Day). As of this packet, the subwoofer pre-output still functions.
7. On September 9, 2026, Eric Bedwell responded that there was “no further warranty” and suggested that the condition “sounds like it could be wireless interference,” with a recommendation to move the speakers away from the router.
8. The speakers were connected to the customer’s computer by USB, not used as a wireless source. The main-speaker output was reported dead at that point, while the subwoofer output remained functional.
9. The requested resolution was not another pair of powered Sevens. The customer proposed returning the failed replacement and receiving passive RP-600M II speakers instead.

Central documented conflict. Klipsch twice wrote that the original warranty would continue on the replacement product, including once after Klipsch confirmed receipt of the returned defective pair. When the replacement failed, Klipsch stated that there was “no further warranty.”

2 Scope, source treatment, and limitations

This public packet is assembled from Klipsch support emails, the BBB complaint attached to Finn’s January 21 email to Klipsch, the exact Instagram transcript supplied by Finn, and Finn’s direct description of current symptoms and product ownership. It preserves exact wording where a quotation is available and otherwise uses neutral summaries.

Label	Meaning
DOCUMENTED	Date, sender, statement, or event reflected in a supplied or retrieved written record.
USER-REPORTED	Fact supplied directly by Finn that is not independently established by a quotation or record described in this packet.
Exact quotation	Text reproduced in quotation marks from the available transcript or email extract.
Neutral summary	Condensed description of a longer exchange without adding motive or interpretation.

This packet does not reproduce every underlying email, attachment, screenshot, video, shipping document, or photograph. It identifies the source and speaker for each quoted passage and distinguishes direct Klipsch statements from contemporaneous customer statements.

No conclusion is offered here regarding consumer-protection law, warranty law, product defect rates, or whether other customers experienced comparable failures. Those issues require separate evidence.

3 People identified in the record

Name	Channel / role	Recorded involvement
Chris Atkinson	Klipsch support	Sent firmware-recovery procedure; later wrote “Sounds like an amp issue”; advised that the used product was outside warranty; quoted \$370.12 for a replacement amplifier; later maintained that position.
David	Klipsch support	Apologized and requested diagnostic information through Klipsch Connect on December 9, 2025. Surname not shown in the available record.
Jeremy	Klipsch support	Following the BBB escalation, wrote that \$200 was below Klipsch’s cost and that \$370.12 was “very near our cost for this part”; then offered a no-charge replacement amplifier as a “one-time courtesy.” Surname not shown.
Andrea Gonzalez	Klipsch support	Processed the replacement-amplifier order; the part was backordered.
Eric Bedwell	Klipsch support	Offered a complete B-stock replacement pair in May; sent inconsistent warranty statements; on September 9 stated there was “no further warranty” and suggested wireless interference.
Alexis Williams	Klipsch support	Processed the exchange and referred to the item being sent as a “new product”; the actual replacement SKU was identified as B-stock in the record summary.
Marc	Klipsch support	Confirmed receipt of the original defective pair on June 8 and wrote that the original warranty would continue on the replacement product. Surname not shown.
Unidentified Klipsch social-media representative	Instagram	Responded on a weekend, gathered case details, escalated to a support manager, followed up on the order-entry issue, and offered an extra cable after viewing a later video.
Finn	Customer	Performed requested troubleshooting, submitted diagnostics, supplied requested identifying information, escalated through BBB and Instagram, returned the original pair, and reported the replacement failure.

4 Detailed chronology

December 2025: original failure and amplifier diagnosis

December 3, 2025 - DOCUMENTED

The BBB complaint attached to Finn's January 21 email dates the original pair's failure to December 3. It describes loud popping followed by essentially unusable output, while Windows still detected the speakers as a USB audio device and Klipsch Connect could still communicate with them.

December 8, 2025 - DOCUMENTED

Following the initial support contact, Chris Atkinson sent the firmware-recovery procedure. Finn reports completing that procedure, testing multiple inputs, and leaving the speakers powered down as directed. The condition did not change.

December 9, 2025 - DOCUMENTED

David apologized and requested diagnostic information through Klipsch Connect. Finn submitted the requested diagnostic information.

December 12, 2025 - DOCUMENTED

Chris Atkinson identified the likely fault in writing:

Chris Atkinson, Klipsch support

"Sounds like an amp issue."

Finn then explained that he was the second owner, described the speakers as having been used gently on a desk, and explained his broader history as a Klipsch customer.

December 15, 2025 - DOCUMENTED

Chris advised that the B-stock product was outside warranty and wrote:

Chris Atkinson, Klipsch support

"I can offer you a discounted price on a new amp for \$370.12/ea."

December 16, 2025 - DOCUMENTED

Finn disputed the pricing in a written reply to Klipsch. That email records the \$900 amplifier-board figure, Finn's \$700 secondhand purchase price, a \$1,199.99 current price for The Sevens on Klipsch's site, a \$389.99 price for the RP-500M II pair, and Finn's proposed \$200 maximum resolution. Relevant exact wording includes:

Finn to Klipsch

"The Sevens retail now on your site for \$1,199.99. If the amp plate costs \$900, that would leave \$300 for the cost of the rest of the speakers."

The same email stated: "I bought this set of speakers for \$700 in April," and, "My RP-500M2s are currently \$389.99 a pair on your site." It proposed that Klipsch supply an amplifier board "for no more than \$200."

December 19, 2025 - DOCUMENTED

Chris again requested a receipt and serial number after the lack of an original purchase receipt had already been discussed. Finn pointed out the repetition and supplied the available information again.

December 30, 2025 - DOCUMENTED

Chris maintained the replacement-amplifier position, writing: "I am still only able to offer you the amp price for \$370.12 as it is a B stock product outside of warranty."

January 2026: BBB escalation and courtesy amplifier**January 21-22, 2026 - DOCUMENTED**

Finn escalated the unresolved dispute through a Better Business Bureau complaint associated with case 830785. The six-page complaint was attached to his January 21 email to Klipsch. It stated that Klipsch had quoted \$370.12 while stating a normal price of approximately \$900. It also stated that The Sevens then retailed for around \$1,499.99 and had recently been on sale near \$1,199.99.

January 22, 2026 - DOCUMENTED

Jeremy responded:

Jeremy, Klipsch support

"\$200.00 is below our cost even the previous \$370.12 is very near our cost for this part."

He then changed the offered resolution and approved a replacement amplifier at no charge as a "one-time courtesy."

January 23, 2026 - DOCUMENTED

Andrea Gonzalez processed the amplifier order. The part was backordered, with an expected availability window described as approximately late March to early April.

March-April 2026: expected window passes**Late March through late April 2026 - DOCUMENTED**

The expected availability window passed without the amplifier being supplied. By May 10, Finn described the part as months late. The available record does not establish an exact promised shipment date beyond the late-March/early-April estimate.

May 2026: Instagram escalation and complete replacement pair**May 10, 2026, 10:53 a.m. - DOCUMENTED**

Finn contacted the official Klipsch Instagram account in anger about the delay. His opening messages included:

Finn to Klipsch on Instagram

"I am not happy with you at all. You need to respond to resolve my issue with your customer service. You're months late shipping out my necessary warranty parts, NEARLY ONE THOUSAND DOLLARS WORTH."

Finn to Klipsch on Instagram

"You're a disgrace to the name PWK"

The phrase “nearly one thousand dollars worth” referred to the replacement amplifier board, not to the retail price of the complete speakers. The \$900 figure had already been placed in the written case record by Finn’s December 16 email and the BBB complaint attached to his January 21 email. The surviving top-level Klipsch emails directly document the \$370.12 “discounted price” and Jeremy’s later statement that \$370.12 was “very near our cost”; they do not themselves repeat the \$900 figure. The packet therefore attributes \$900 to Finn’s contemporaneous written account of what Klipsch had stated.

May 10, 2026, 5:32 p.m. - DOCUMENTED

After a further “No good” message from Finn, the Klipsch social-media representative responded:

Klipsch on Instagram

“Hi Finn. Apologies you haven’t received a response from the support team. What is the email you used to open your support ticket? We will check with them in the morning and have them reach out to you. Also please send a good phone number if you would prefer they call. FYI we don’t normally respond to the messages on the weekend, but wanted to make sure you knew we would get back with you soon. Thank you.”

Finn supplied the requested contact information privately. After Finn clarified the missed late-March/early-April estimate, Klipsch replied:

Klipsch on Instagram

“Passing along to the support manager now.”

May 11, 2026 - DOCUMENTED

Eric Bedwell offered a complete B-stock pair of The Sevens in place of continued waiting for the amplifier. Before accepting, Finn asked what warranty coverage would apply to the replacement.

Eric first wrote:

Eric Bedwell, Klipsch support

“Since these speakers are being sent as a courtesy as a replacement for speakers purchased used, there would be no further warranty.”

Later the same day, after Finn accepted the replacement, Eric stated that return of the defective pair was required “for the replacement to have warranty,” and wrote:

Eric Bedwell, Klipsch support

“The original warranty will continue based on the original date of purchase for the replacement product.”

These statements are reproduced together because they are inconsistent on their face. This packet does not attempt to resolve that inconsistency by inference.

May 12, 2026, 4:49 p.m. - DOCUMENTED

Finn sent the Klipsch Instagram account an image of an order communication showing “back order” with no estimated time of arrival. He wrote that he had emailed support the prior evening to ask why it said that and had not received a response.

May 13, 2026, 9:10 a.m. - DOCUMENTED

Klipsch’s Instagram representative replied:

Klipsch on Instagram

"No worries. Checking with support manager now"

Finn then wrote, "It's resolved. Thank you again." Klipsch explained:

Klipsch on Instagram

"Ok good, it was an error in the way the order was entered, but the support manager fixed it. Sorry about that!"

Finn replied, "No worries," and the Klipsch account reacted with a heart.

May 17, 2026, 10:15 a.m. - DOCUMENTED

Finn sent thanks and a video, then wrote, "All jokes aside lol, you've been really great!" The Klipsch account responded:

Klipsch on Instagram

"Finn, which cable do you need?! Do you want us to an extra one? Thanks I will pass along your note to customer support. They will appreciate it also."

The sentence "Do you want us to an extra one?" is reproduced as supplied and appears to omit a word in the original message. Finn replied that he did not need another cable and had spares. Klipsch reacted with a heart; Finn thanked the representative.

June 2026: return received and warranty confirmed**June 8, 2026 - DOCUMENTED**

Marc confirmed that Klipsch had received the original defective pair. He also wrote:

Marc, Klipsch support

"Your original warranty will continue on your replacement product."

This statement followed completion of the return condition referenced in Eric's May 11 correspondence.

September 2026: replacement failure and renewed warranty dispute**September 7, 2026 (Labor Day) - USER-REPORTED**

Finn reports that the Klipsch-supplied replacement pair had developed clicking and intermittent output and ceased producing output from the main speaker drivers on September 7. The clicking later stopped. The subwoofer pre-output continued to function.

Connection state - USER-REPORTED

Finn reports that the speakers were connected to his PC by USB. They were not being used through a wireless source when the reported failure was evaluated.

September 9, 2026 - DOCUMENTED

After Finn reported the replacement failure and referred Klipsch to the prior case, Eric Bedwell wrote that there was "no further warranty." This conflicts with Eric's later May 11 statement and Marc's June 8

confirmation that the original warranty would continue on the replacement.

Eric also wrote:

Eric Bedwell, Klipsch support

“this sounds like it could be wireless interference”

He recommended moving the speakers away from the router. The reported condition at that stage was loss of main-speaker output, with only the subwoofer output functioning, while the source connection was USB.

Requested resolution - DOCUMENTED/ USER-REPORTED

Finn asked Klipsch to accept return of the failed replacement Sevens and provide passive RP-600M II speakers instead. This request reflects his loss of confidence in another powered replacement pair, not a request for a more expensive powered model.

5 Warranty statement comparison

Date	Speaker	Written statement
May 11	Eric Bedwell	“Since these speakers are being sent as a courtesy as a replacement for speakers purchased used, there would be no further warranty.”
May 11	Eric Bedwell	Return of the defective pair was required “for the replacement to have warranty.” He then wrote: “The original warranty will continue based on the original date of purchase for the replacement product.”
June 8	Marc	“Your original warranty will continue on your replacement product.”
September 9	Eric Bedwell	Klipsch’s position was again stated as “no further warranty.”

What can be stated without embellishment: the written record contains incompatible statements about continuing warranty coverage. The final pre-failure representation in the available chronology was Marc’s June 8 confirmation, sent after Klipsch had received the original defective pair.

6 Troubleshooting and failure record

Original pair

- Firmware-recovery procedure supplied by Klipsch on December 8, 2025: performed, according to Finn.
- Multiple inputs tested: performed, according to Finn.
- Speakers left powered down as directed: performed, according to Finn.
- Diagnostic information requested through Klipsch Connect: submitted.
- Klipsch’s written assessment on December 12: “Sounds like an amp issue.”
- Offered remedy before escalation: replacement amplifier for \$370.12.

Replacement pair

- Supplied directly by Klipsch as a complete B-stock replacement pair.
- Reported progression: clicking and intermittent output, followed by complete loss of output from the main speakers.
- Reported present state: main speakers silent; subwoofer pre-output still operational.
- Reported source connection: PC to speakers by USB.
- Klipsch's September suggestion: possible wireless interference; move speakers away from the router.

The record available for this draft does not establish the internal component that failed in the replacement pair. It is therefore accurate to describe the replacement as nonfunctional at the main speakers and to describe the symptom progression; it is not yet accurate to identify a specific failed component as fact.

7 Escalation and response pattern

The chronology establishes two instances in which escalation outside the ordinary email sequence preceded a material change:

1. After the BBB complaint, the \$370.12 amplifier offer changed to a no-charge courtesy amplifier.
2. After Finn contacted Klipsch on Instagram about the months-long delay, the social-media representative escalated to a support manager. Klipsch then offered a complete replacement pair, and a later order-entry problem was corrected after another Instagram follow-up.

This sequence supports the narrow factual statement that escalation preceded action in both instances. It does not, by itself, establish why action had not occurred earlier.

Positive conduct documented in the same record

The unidentified Instagram representative responded on a weekend despite stating that weekend responses were not normal, apologized, gathered the case information, referred it to a support manager, followed up on the order-entry problem, and offered an extra cable after viewing a later video. Finn expressly told that representative, "you've been really great!"

This conduct is included because a complete evidence packet should record helpful conduct as well as adverse facts.

8 Customer relationship and requested outcome

Klipsch products owned - USER-REPORTED

Finn reports owning the following Klipsch products:

- La Scala loudspeakers
- Heresy loudspeakers
- KG2 loudspeakers

- RP-500M II loudspeakers
- a Klipsch subwoofer
- The Sevens involved in this case

Finn states that he likes Klipsch loudspeakers, would otherwise buy more of them, and is seeking a resolution that allows him to remain a customer. No purchase-price total is asserted because the packet does not currently include receipts for the broader collection.

Pricing statements in the written record - DOCUMENTED

The following amounts appear in contemporaneous correspondence sent to or received from Klipsch. The source column is important: a statement documented in a customer email or complaint proves what Klipsch was told at that time, while a Klipsch-authored email directly proves what its representative wrote.

Date	Source	Documented pricing statement
Dec. 15, 2025	Chris Atkinson	Offered a “discounted price” of \$370.12 per replacement amplifier.
Dec. 16, 2025	Finn to Klipsch	Stated that he paid \$700 secondhand; The Sevens were \$1,199.99 on Klipsch’s site; the RP-500M II pair was \$389.99; and the amplifier-board figure being disputed was \$900. Finn proposed a maximum price of \$200.
Dec. 30, 2025	Chris Atkinson	Repeated that the amplifier price remained \$370.12 because the product was B-stock and outside warranty.
Jan. 21, 2026	BBB complaint attached to Finn’s Klipsch email	Recorded the \$370.12 replacement quote, an approximately \$900 normal price stated by Klipsch, retail around \$1,499.99 for The Sevens, and a recent sale near \$1,199.99.
Jan. 22, 2026	Jeremy	Wrote that \$200 was below Klipsch’s cost and that the previous \$370.12 was “very near our cost for this part.”

Accordingly, the complete-speaker \$1,499.99 figure and the approximately \$900 standard amplifier price are documented as contemporaneous customer statements supplied to Klipsch, including in the attached BBB complaint. They are not represented here as independent admissions appearing verbatim in a Klipsch-authored email. By contrast, the \$370.12 “discounted price” and “very near our cost” language are direct Klipsch-authored statements.

Requested resolution

The requested practical resolution is:

1. Klipsch accepts return of the failed replacement pair of The Sevens.
2. Klipsch supplies a pair of passive RP-600M II loudspeakers instead of another powered pair.
3. The public post or video based on this packet is removed after the issue is genuinely resolved.

The purpose of public communication is therefore stated as obtaining resolution, not organizing harassment, encouraging contact with individual employees, or making a permanent campaign after resolution.

9 Claim discipline for any public version

The following formulations track the record closely:

- “My original Sevens failed, and Klipsch wrote that it sounded like an amplifier issue.”
- “Klipsch first quoted \$370.12 for the amplifier, then approved it at no charge after a BBB complaint.”
- “The amplifier remained backordered for months, and Klipsch later supplied a B-stock replacement pair.”
- “Klipsch twice confirmed in writing that the original warranty would continue on the replacement.”
- “When that replacement failed, Klipsch said there was no further warranty.”
- “Support suggested wireless interference even though the speakers were connected to my PC by USB and the main speakers had stopped producing output.”
- “The Instagram representative was the clearest positive exception: that person responded, escalated, followed up, and helped correct the order problem.”

The following claims should not be made without additional evidence:

- that Klipsch intentionally deceived the customer;
- that a specific internal component in the replacement pair failed;
- that all Sevens, or a defined percentage of them, have the same defect;
- that Klipsch has a formally acknowledged “known issue” unless a Klipsch document or reliable aggregate evidence is added;
- that any named employee personally controlled corporate warranty policy, inventory, or delays beyond the action shown in that employee’s communication;
- any legal conclusion about enforceability, breach, fraud, or statutory liability.

A Exact Instagram transcript supplied by Finn

May 10, 2026, 10:53 a.m.

Finn: I am not happy with you at all. You need to respond to resolve my issue with your customer service. You're months late shipping out my necessary warranty parts, NEARLY ONE THOUSAND DOLLARS WORTH.

Finn: You're a disgrace to the name PWK

May 10, 2026, 5:32 p.m.

Finn: No good

Klipsch: Hi Finn. Apologies you haven't received a response from the support team. What is the email you used to open your support ticket? We will check with them in the morning and have them reach out to you. Also please send a good phone number if you would prefer they call. FYI we don't normally respond to the messages on the weekend, but wanted to make sure you knew we would get back with you soon. Thank you.

Finn: [Private contact information omitted]

Klipsch: Received, thank you.

Finn: They told me that the part would ship out by early march. End of april

Finn: Sorry late march end of april

Klipsch: Passing along to the support manager now.

Finn: Thank you

May 12, 2026, 4:49 p.m.

Finn: [Image attachment]

Finn: Hate to bother you, but i was emailed this and i asked why it said back order with no eta and havent gotten a response yet

Finn: I sent that email last night asking why it said that.

May 13, 2026, 9:10 a.m.

Klipsch: No worries. Checking with support manager now

Finn: It's resolved. Thank you again

Klipsch: Ok good, it was an error in the way the order was entered, but the support manager fixed it. Sorry about that!

May 13, 2026, 10:23 a.m.

Finn: No worries

Klipsch: [Heart reaction to "No worries"]

May 17, 2026, 10:15 a.m.

Finn: Thank you!

Finn: [Video attachment]

Finn: All jokes aside lol, you've been really great!

Klipsch: Finn, which cable do you need?! Do you want us to an extra one? Thanks I will pass along your note to customer support. They will appreciate it also. [Smiling emoji]

Finn: I absolutely do not need another cable i have plenty of spares

Klipsch: [Heart reaction]

Finn: Thank you though

B Key email quotations

The following are exact extracts from the correspondence and the BBB complaint described in this packet.

1. **December 12, 2025 - Chris Atkinson:** "Sounds like an amp issue."
2. **December 15, 2025 - Chris Atkinson:** "I can offer you a discounted price on a new amp for \$370.12/ea."
3. **December 16, 2025 - Finn to Klipsch:** "The Sevens retail now on your site for \$1,199.99. If the amp plate costs \$900, that would leave \$300 for the cost of the rest of the speakers."
4. **December 30, 2025 - Chris Atkinson:** "I am still only able to offer you the amp price for \$370.12 as it is a B stock product outside of warranty."
5. **January 21, 2026 - attached BBB complaint:** "Klipsch quoted me a replacement price of \$370.12 for the backplate/amp/DSP module, while stating that the standard price for this part is approximately \$900."
6. **January 21, 2026 - attached BBB complaint:** "The Sevens currently retail for around \$1,499.99 (and have recently been on sale near \$1,199.99)."
7. **January 22, 2026 - Jeremy:** "\$200.00 is below our cost even the previous \$370.12 is very near our cost for this part." He then approved the amplifier as a "one-time courtesy."
8. **May 11, 2026 - Eric Bedwell:** "Since these speakers are being sent as a courtesy as a replacement for speakers purchased used, there would be no further warranty."
9. **May 11, 2026 - Eric Bedwell:** return required "for the replacement to have warranty."
10. **May 11, 2026 - Eric Bedwell:** "The original warranty will continue based on the original date of purchase for the replacement product."
11. **June 8, 2026 - Marc:** "Your original warranty will continue on your replacement product."
12. **September 9, 2026 - Eric Bedwell:** "no further warranty."
13. **September 9, 2026 - Eric Bedwell:** "this sounds like it could be wireless interference."

C Condensed chronology

Date	Event
Dec. 8, 2025	Klipsch sends firmware recovery; customer performs requested troubleshooting.
Dec. 9	Klipsch requests Connect diagnostics; customer submits them.
Dec. 12	Chris Atkinson: "Sounds like an amp issue."
Dec. 15	Chris offers a "discounted price" of \$370.12 per amplifier.
Dec. 16	Customer email records \$900 board figure, \$1,199.99 Sevens price, \$700 purchase price, and related comparisons.
Dec. 30	Chris maintains the \$370.12 position.
Jan. 21-22, 2026	Attached BBB complaint records the full pricing account; Jeremy calls \$370.12 "very near our cost" and approves the no-charge amplifier as a "one-time courtesy."
Jan. 23	Amplifier order processed; part backordered to an estimated late-March/early-April window.
May 10	Customer contacts Klipsch Instagram; representative responds on weekend and escalates.
May 11	Eric offers B-stock replacement Sevens; sends conflicting warranty statements.
May 12-13	Replacement order shows backorder/no ETA; Instagram representative escalates; order-entry error is corrected.
May 17	Customer praises Instagram representative; representative offers an extra cable.
June 8	Marc confirms original pair received and warranty continues on replacement.
Sept. 7	On Labor Day, replacement pair ceases producing main-speaker output after reported clicking/intermittent behavior; sub output remains.
Sept. 9	Eric says "no further warranty" and suggests wireless interference; system is connected by USB.
Current request	Return failed Sevens; receive passive RP-600M II pair; remove public post after genuine resolution.

End of public evidence packet.

September 11 update and current case state

CURRENT TICKET STATUS

Prior major support case: #830785. Current consolidated ticket: #887216. Ticket #886255 was merged into #887216 and closed on September 11, 2026.

ADDITIONAL CHRONOLOGY

September 7, 2026 - USER-REPORTED

Finn reports that the Klipsch-supplied replacement pair developed clicking and intermittent output, then neither main speaker produced output. The subwoofer pre-output continued to pass signal.

September 9, 2026 - DOCUMENTED

Klipsch wrote that there was no further warranty and said the condition could be wireless interference, recommending that the speakers be moved away from the router or to another location. Finn had reported that the speakers were connected to his PC by USB, neither main speaker was producing output, and the subwoofer pre-output still passed signal.

September 11, 2026 - DOCUMENTED

Finn sent a written escalation. Klipsch merged ticket #886255 into #887216 and closed #886255. The merge notices were administrative only and did not provide a substantive response or resolution.

REQUESTED PRACTICAL RESOLUTION

1. Klipsch accepts return of the failed replacement pair of The Sevens.
2. Klipsch provides a new pair of passive RP-600M II speakers in ebony.
3. Klipsch provides suitable return packaging and a prepaid return label for the failed Sevens.
4. The resolution is confirmed in writing. This public packet will be updated to accurately reflect the outcome once the matter is genuinely resolved.

This update records a requested practical resolution. It does not make a legal conclusion or state that Klipsch is obligated to provide a particular model.