

PERCOM DATA CO.
TECHNICAL MEMO

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PERCOM CASSETTE INTERFACES
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SUBJECT: HOW TO RETURN A UNIT FOR REPAIR

YOU HAVE DONE EVERYTHING YOU KNOW HOW TO DO; YOU HAVE READ AND REREAD THE INSTRUCTION MANUAL AND TECHNICAL MEMOS BUT YOU STILL CAN'T GET THE %#\$% THING TO WORK!

THEN IT IS TIME TO LET US HELP. WE HAVE YET TO FIND A SICK UNIT THAT CANNOT BE RESTORED TO FULL HEALTH AND VIGOR.

There are a few things you can do the help us when you return a unit for repair.

1. KEEP IN MIND THAT MOST UNITS RETURNED FOR REPAIR HAVE LITTLE OR NOTHING WRONG. IN MANY CASES WE SIMPLY INSTALL THE "FIXES" ALREADY DESCRIBED IN A TECHNICAL MEMO.
2. WHEN YOU RETURN A UNIT FOR REPAIR, INCLUDE A CASSETTE TAPE WHICH EXHIBITS THE PROBLEM YOU ARE HAVING. WE WILL USUALLY RECORD A SHORT PROGRAM ON THE CASSETTE YOU SEND TO DEMONSTRATE FUNCTIONALITY UNLESS YOU TELL US NOT TO. THE CASSETTE WILL BE RETURNED WITH YOUR REPAIRED UNIT.
3. IF YOU SUSPECT YOUR CASSETTE RECORDER, SEND IT ALONG WITH YOUR UNIT. WE CANNOT AND WILL NOT REPAIR YOUR CASSETTE RECORDER BUT WILL LET YOU KNOW IF IT HAS A PROBLEM.
4. BE SURE TO CAREFULLY PACKAGE AND INSURE WHATEVER YOU SEND TO US. WE CANNOT BE RESPONSIBLE FOR SHIPPING DAMAGE AND SHIPPING CLAIMS ARE A REAL HASSLE.

WE TURN MOST RETURNS AROUND IN LESS THAN A WEEK. DEPENDING ON YOUR LOCATION, SHIPPING TRANSIT TIME IS FROM THREE TO TEN DAYS EACH WAY. REPAIRED UNITS WILL BE RETURNED COD FOR REPAIR AND SHIPPING CHARGES IF ANY. WE CAN ALSO CHARGE TO YOUR VISA OR MASTER CHARGE.