If you have decided to have Digital maintain your system, Digital Field Service offers a flexible range of plans to choose from. Select the one that is right for you.

ON SITE SERVICE offers the convenience of repair service at your site and the insurance against unplanned and unbudgeted repair bills. For a small monthly fee, you receive personal service from our service specialists. Usually, within a few hours of your call, the specialist is dispatched to your site with all the parts and test equipment to give you fast, dependable maintenance.

Under basic service, full coverage is available from 8 a.m. to 5 p.m., Monday through Friday. Options are available to extend your coverage to 12-, 16- , or 24-hour days, and to Saturdays, Sundays, and holidays.

If you require uninterrupted operations, you can choose DECservice, a premium On-Site service that guarantees extra-fast response and non-stop remedial maintenance. We don't leave until the problem is solved.

Under basic service and DECservice, all parts, materials, and labor are covered in full.

CARRY-IN SERVICE is for you if you don't need the convenience of On-Site coverage, but do require the same fast, personalized response and the ability to plan your maintenance expenditures, all at an even smaller monthly fee than On-Site service.

When you bring your unit in to one of our 160 Digital Service Centers world-wide, you can be sure that your unit will receive expert repair service from factory-trained personnel. Your unit is guaranteed to be fixed within two days, normally within 24 hours. Carry-In Service is available on selected terminals and systems. Contact your local Digital Field Service Office to determine if this service is available for your unit. Call one of our information numbers for the location of the Digital Field Service Office nearest you.

Digital Service Centers are open during normal business hours, Monday through Friday. For the location of a Service Center in your area, call one of our Field Service Information numbers below.