

Servicing

DECmailer is our service for users who have technical resources to perform the first line of maintenance themselves. DECmailer customers can troubleshoot, identify, and isolate a component causing problems and mail it to our Customer Returns Center. Here, the module receives expert repair and is mailed back to you within five days. With DECmailer service, you are charged for each use, rather than monthly. It is most important that self-maintenance customers use standard static-control procedures when handling any part of the TK50 subsystem.

PER CALL SERVICE is for users who wish to establish a maintenance program on a non-contractual, time-and-materials-cost basis. It is available with either On-Site or Carry-In service, and is appropriate in situations where the user has sufficient expertise to perform first-line maintenance, but may occasionally need in-depth support from Field Service.

PER CALL is also offered as a supplementary program for Basic Service Plan Customers who require remedial maintenance outside their contracted hours of coverage; however, there is no charge for materials in that case.

ON-SITE PER CALL Service is provided on a best effort basis, with a normal response time of two to three days. It is available 24 hours a day, seven days a week.

CARRY-IN PER CALL Service is available during normal business hours, with a turn-around time of two to three days.

For more information on these Digital Service Plans, their prices, and special rates for volume customers, contact your local Digital Field Service Office. Call one of our information numbers for the location of the Digital Field Service Office nearest you.

Digital International Field Service Information Numbers

U.S.A.	1-(800)-554-3333
Canada	(800)-267-5251
United Kingdom	(734) 868711
Belgium	(02) 2425095
West Germany	(089) 95910
Italy	(02) 617961
Japan	(03)-989-7161
France	(6) 0778292
Denmark	(2) 889666
Spain	(1) 7331900
Finland	(0) 423511
Holland	(30) 640293
Switzerland	(01) 8299111
Sweden	(8) 7338000
Norway	(2) 160290
Austria	(222) 6776410
Ireland	(1) 308433
Portugal	(1) 725402
Australia(02)	4125555