

## WARRANTY/SERVICE NOTICE

### Congratulations on the purchase of your MV/1000DC!

Every MV/1000DC system is designed and built to meet our highest standards of quality and reliability. Each customer installable system is covered by a one year limited warranty. A variety of service offerings are also available to help safeguard your investment against the cost of unexpected repairs.

#### Your MV/1000DC Warranty

Your MV/1000DC is covered by a one year parts mail-in warranty which includes phone support from our Customer Support Center (CSC). The following will provide you with details on the MV/1000DC warranty coverage, information on upgrading your warranty and the service options available once the warranty period expires.

#### Installation Questions

- Your MV/1000DC has been carefully designed to be easily installed. If you should need assistance or advice while installing your system, call our Customer Support Center, toll free, at 1-800-DG-HELPS, a system specialist will assist you.

#### If Your MV/1000DC Fails While Under Warranty

- Contact the CSC at 1-800-DG-HELPS to determine the reason for failure. A trained system specialist will help you fix the problem or identify the inoperable Customer Replaceable Unit.
- If your system does have an inoperable unit, you will be instructed to send the unit to Data General with a copy of your Proof-of-Purchase (packing list, sales receipt, or other documentation showing the date of sale), and your return authorization number (assigned to you by the system specialist). You will be responsible for postage required to return the unit to us.
- Once we receive your inoperable unit, we will repair or replace it and have it enroute to you, postage paid, generally within five business days.

#### Upgrading Your Warranty

- Data General recognizes that depending on uptime requirements, you may want to upgrade your warranty to a service contract. A variety of service options are available.
- On-Call Contract -- For those customers with critical applications, an On-Call contract provides you with on-site repair service including unlimited parts, labor and travel during your contracted period of maintenance. The price to upgrade to on-site service during the warranty period is a fraction of the standard On-Call contract price. Should you choose to contract for more than one year under a Multiyear Plus Contract, you will receive extra discounts and price protection.
- Extended Warranty -- This service works the same as your warranty service, except you will receive your replacement unit the next day, with postage paid both ways by Data General. The price to upgrade to an Extended Warranty contract is also a fraction of the standard contract price.

#### How To Order

For more information on upgrading your warranty, call our telemarketing representatives at 1-800-325-3065, (in MA, call 1-800-952-4300). They will be happy to answer any questions, and send you the necessary forms.



## **IMPORTANT NOTICE**

**Please examine the contents of this shipment against the Data General packing list as soon as possible. If there are any discrepancies please have the following information available:**

- 1. Your name, company name, and phone number.**
- 2. Name of company equipment was purchased from.**
- 3. Data General Software Subscription Service number.  
Reference S.S.S. acknowledgement**
- 4. Summary of problem (specify missing, defective material by model and part number.)**

### **IN THE UNITED STATES:**

**Please contact Data General Corporation**

**Customer Services**

**2400 Computer Dr.**

**Westboro, MA 01581**

**Telephone number: (508) 366-5526**

**FN Mail number: 3748458 (Mnemonic code-K836)**

### **OUTSIDE THE UNITED STATES:**

**Please contact your Data General Sales**

**Representative or the nearest D.G. office.**

**If, for any reason, you must reach us directly  
please refer to the above telephone number,**

**FN Mail or address.**

