

## **D&T Electronics On Site Warranty**

The on site warranty scheme that we offer is a service that covers the client for a 1 year period and offers the client the following.

Within the first month of a new product going faulty we will.

1. Diagnose the faulty piece of equipment either by phone or by site visit.
2. Order a new replacement unit.
3. Program the unit to the same configuration.
4. Come to site and install it.
5. Run tests to confirm that the fault is no longer there.

When the equipment is older than 1 month

1. Diagnose the faulty piece of equipment.
2. We will bring to site and program a free of charge loan unit.
3. Test the loan piece of equipment has solved the fault.
4. Return the faulty unit to the manufacturer for repair.
5. Once repaired we will reinstall the clients equipment and collect the loan unit.

We will arrange to be on site within a 48 hr period, during working hours (See Below) or if we are notified of a problem on Friday we would be on site by Tuesday.

Work hours    8am – 5pm    Monday - Friday

London Tel: 0870 241 5891

Bank and Public Holidays Excluded

As SKY updates its channel presets the system will go out of synchronisation, we will come to site and update the system program within a week of being notified. All other software updates for the system will be implemented during the year Free of charge.

Repairs will be carried out within a week to ten days of being notified and the fault being confirmed. As long as the manufacturer is able to supply a replacement or repair the unit within this period

Note: Fault finding: Due to the very nature of electronic equipment, faults can be intermittent, we will try our very best to isolate the fault and carry out the repair as swiftly as possible. We can not guarantee that we will resolve the fault on first attempt. We will however make sure that we reduce the inconvenience to our best ability.