

Advance Product Replacement Service

The APR customer will receive advance product replacement of defective products prior to Transmode receiving the defective unit at the Transmode Repair Centre.

The faulty unity should be returned to Transmode immediately. The APR replacement unit can either be a new product or a repaired product.

General structure

Transmode have a central Transmode Repair Centre in Stockholm, Sweden. The APR service allows the customer to receive a spare part with the equivalent functionality of the failed part, dispatched as soon as it has been reported faulty to the TAC.

APR is a service option to any of the Transmode Technical Assistance services.

Ticket Submission and Response Time

The main interface for submitting a ticket regarding APR is the web based TAC Online ticket system. APR tickets will be shipped the following business day provided that they are submitted no later than 1700 CET.

Warranty for APR

The unit will keep its original warranty period as contracted. In the case that the remaining contracted warranty term is less than three (3) months from the date of claim, then the repaired part of the unit will have three (3) months warranty from the date of delivery of the APR unit. The provision above applies regardless if the unit is repaired or replaced.

Return of Failed Product

The customer is responsible for returning the malfunction unit to Transmode Repair Centre. The unit shall be available at Transmode Repair Centre no later than 15 calendar days after the reported malfunction. Should Transmode fail to receive the malfunctioning unit, the customer will be invoiced the current Transmode list price for the unit.

Term

The APR Service can be contracted from shipping date for a number of years or in a yearly renewable setup (default).

Ordering Information

Product code:
TCS-TAC-APR