



## BROADCAST ELECTRONICS TECHNICAL SERVICES

Recipients of this Technical Update receive notices from BE Technical Services on product updates and other information for users of BE equipment.

### BE Technical Services

#### AudioVAULT/Digital Studio Products

Tel: 217.224.4700  
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#### Radio Transmitters & RF Products

Tel: 217.224.9617  
rfservice@bdcast.com

## BE announces our Improved Customer Care Plan!

Tough economic times have caused your internal engineering resources to be reduced, but not your workloads. Now you're being asked to extend the life of your equipment like never before. Well, BE has you covered!

Our new Customer Care Plan enhances our industry leading customer service program with even faster repair response times, longer warranty protection and a reduction of phone calls.

...Time Saved, Peace of Mind, Faster Response, Better Warranty Protection...all hallmarks of BE's Customer Care Plan.

## The BEst Approach to Repairs

BE strives for continuous improvement, and for that very reason we have enhanced our repair program with the introduction of our Customer Care Plan. In addition to making your repair experience even more convenient and economical, you'll also receive these great services and support:

- **Cost Effective Service Solutions.** Customers will be invoiced material and labor, thereby providing the most cost effective service solution. A 25% discount will be applied to all parts used to refurbish your product.
- **Free, unlimited 24/7 telephone technical support to diagnose and identify problems.** Many times our tech service experts can help you identify problems and guide you to the solution without ever sending the product to us. When it is necessary to send the product in for repair, we've often been able to diagnose the problem down to the subassembly or board level, saving you both time and money.
- **Replacement of failed board, even if the item is not repairable.** You no longer need to be concerned about whether an item is repairable. BE will replace the failed board or subassembly for a fraction of the list price. BE reserves the right to provide either new or reconditioned replacement units.
- **Full 3-month warranty protection (standard exclusions apply) for the repaired board, subassembly or finished product.** BE provides peace of mind from additional expense and our assurance of a well repaired product. Optional, additional 1-year warranty also available on certain BE finished goods. Check with your service rep for availability and pricing.
- **Full upgrade of service affecting software or hardware releases during repairs.** Your repaired product will be better than ever!
- **Complete board, subassembly or system diagnosis.** We won't let the repaired unit leave until we have given it a complete review.
- **Cosmetic touch-ups.** You deserve a part that looks clean and professionally serviced.
- **Optional, expedited 1 to 2 day repair turnaround.** When your needs are critical, BE outperforms all others to get you back in operation.

Get more out of your repair with BE! For complete details on all our Product Support options [click here](#).

#### QUICK LINKS

- **BE Technical Services Website**
- **Subscribe to e-mail updates from BE**  
There are several lists on technical and other subjects