

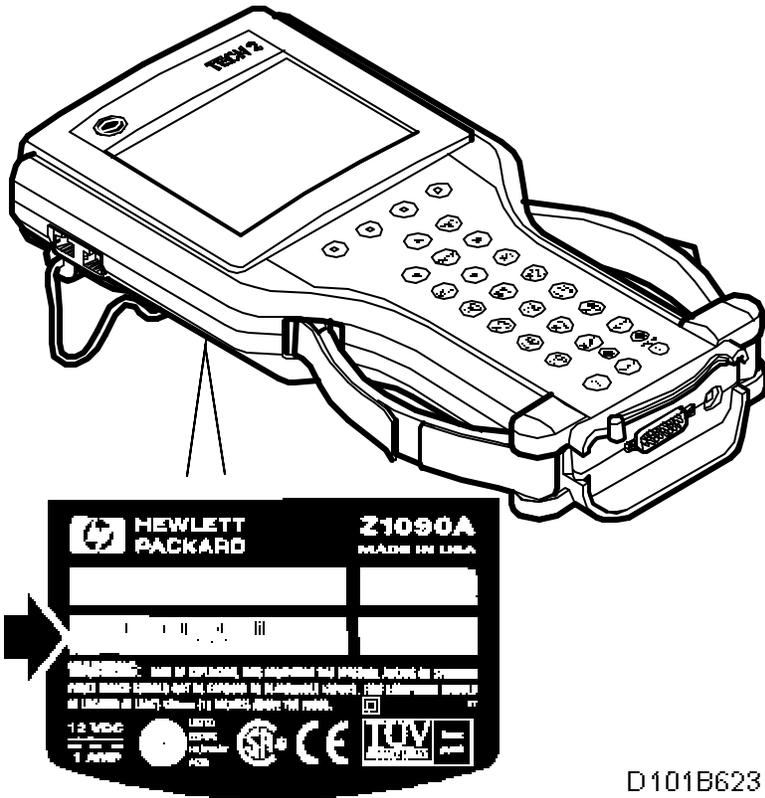
TECHNICAL NEWS

Bulletin Nbr: 98-12-101

Date:.....DECEMBER 1998

Market: ALL

Extended warranty/support for Tech 2



D101B623

The arrow indicates the location of the Tech 2 serial number

Background

The two-year support package supplied when purchasing Tech 2 will be expiring around the turn of the year as two years will then have past since the first joint delivery.

Hewlett Packard (HP) in association with SPX Kent Moore are offering an extension of the support period for 1 to 3 years. The offer covers the same support as previously but all support requests must be made by each Importer to SPX. Costs and support periods with or without extended warranty are shown in the SPX supplement (page 2).

Hewlett Packard will still carry out the exchange of the units even in the future but SPX will coordinate support activities. SPX will be the contact point with the market from now on.

The offer is valid until the end of January 1999.

An equivalent extension for support agreements for Tech 2 units purchased after the first joint delivery can be made in good time before the present two-year warranty has expired. It is extremely important that each user keeps track of the warranty period and renews their support agreement with SPX.

There is a slight difference in pricing between Europe and the rest of the world due to differences in logistic costs.

Extension of support agreement

Information and prices from SPX can be found in a supplement to this TN. A warranty extension for 1, 2 or 3 years is optional. Complete a copy of the enclosed SPX form and fax the application for warranty extension to SPX as directed on page 3.

Support

Act according to SPX supplement, page 4, if support is required.

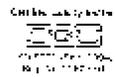
Support US/CA

Warranty extensions as offered by Dealer Equipment and Service, USA, apply to US/CA.

"Protect your investment" by extending your Tech 2 warranty

SPX KENT-MOORE

SPX (France) AG
Oberneuhofstrasse 7
D-46340 Bielefeld
Phone: +41 41 766 29 30
Fax: +41 41 766 29 90



To Tech 2 owners!

Make sure you receive the same reliable service for your Tech 2 after the 2-year warranty has expired with a warranty extension covering:

1 year, 2 years or 3 years

Compare the value of warranty service with an expensive exchange service!

	Warranty service	Exchange without warranty
Exchange	Exchange unit within 24-hours of telephone call	about 2-3 working days
Administration	We guarantee replacement within 24 hours for almost all cities.	Longer administration times
Cost (Europe)	US$ 120.- per year	US$ 875.- for exchange unit
Cost (rest of world except US/CA)	US$ 130.- per year	US$ 879.- for exchange unit

Advantages with warranty service

- Quick replacement of defective Tech 2 or its components
 - Exchange units are in new condition
 - Lower cost (fixed price for 3 years)
 - Customer satisfaction
-

Tech 2 - Extended warranty

Pos.	Tech 2 - Serial number	1 year	2 years	3 years
1				
2				
3				
4				
5				
6				
7				

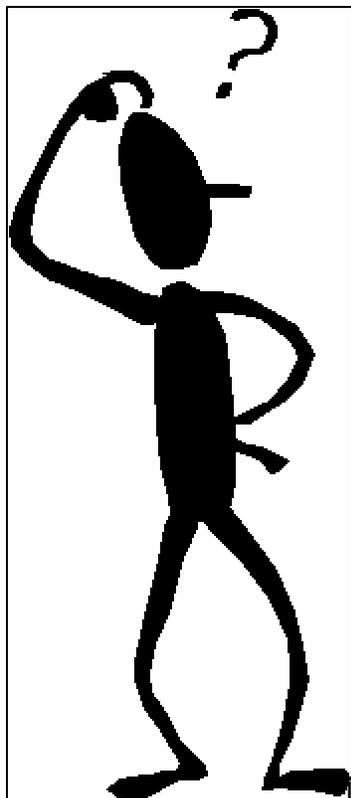
8				
9				
10				
11				
12				
13				
14				
15				

Total US$: _____

Dealer code	Name	Contact person

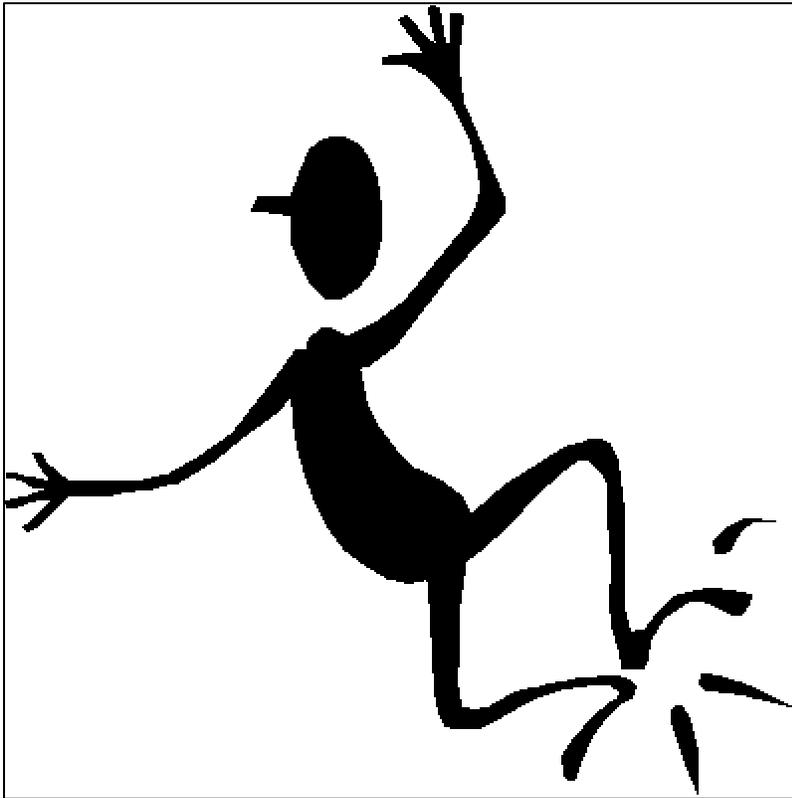
Address	Post code (Zip)	Country/City
Tele no.	Fax no.	e-mail

Complete the form and fax it to 0041 41 766 29 90



TECH 2 Helpdesk

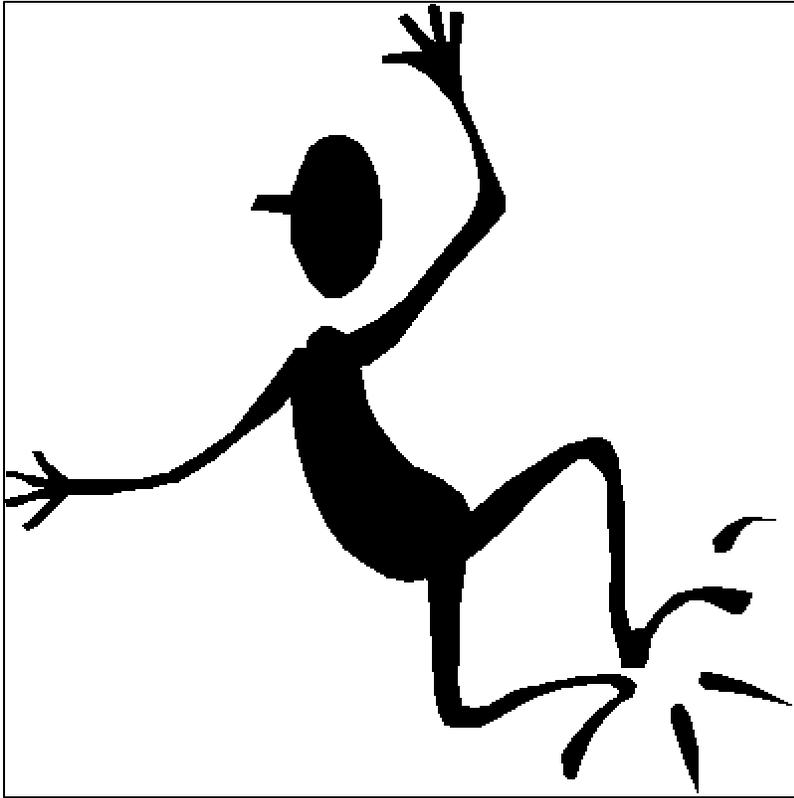
Tech 2 defect?



Call free of charge no:

+ + 800 82868600

Prefixes: B + DK + IRL + NL + N: 00, SF:990, S:009



for immediate help
