

# Memo

To: edge decoders \*, Duet and Soloist 2 product line customers

From: Chris DeCarlo, Customer Service Manager

Date: 7/11/07

Re: Changes in Repair Fees for Out Of Warranty Products (edge decoders\*, Duet and Soloist 2 line only)

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## **(Domestic and International)**

Adtec has changed its out of warranty repair fee structure for the edge decoders\*, Duet and Soloist 2 product lines. We are no longer able to offer a flat repair fee for these products. Decreased chipset supply, stabilization for our ad-insertion markets and commitment to our standard warranty policy are the main reasons for this change. If a motherboard needs to be replaced customers will be notified of any additional cost. The additional cost may vary from \$600 to \$800 depending on the product.

The repair fee of \$150.00 continues to cover the labor cost and all other components of these devices including the hard drive, power supply, cables, harnesses or secondary boards including the duet daughter board and ethernet module, etc.

*Services, Fees & Specifications Subject To Change without Notice*

*edge decoders\* include model #'s 1010, 1012, 1013 and 1015(DVD)*