

INSTRUCTIONS

GENERAL

Ensure the warranty of the monitor (on-site/repair warranty) for instance from your retailer. Fill in our warranty form with care. All the assignments that come in at weekdays before 2 PM are handled during the same day. Model, serial number and production date you can find in the model plate on the back of the monitor. If repair workshop notices that the monitor is faultless or the warranty doesn't cover the fault, the client has to pay the expenses according our price-list

RECYCLING

The price for recycling is 2,00€/kg. It includes transportation, monitor handling and delivery to the recycle centre. If you wish to bring your monitor to our repair centre please contact us first, so we can settle the price.

ON-SITE WARRANTY

If there are scratches, stickers, stains on the surface of the monitor or it is somehow permanently untidy, please choose repair for the monitor. The monitor with the fault has to be in the same address to where the swap monitor is delivered. **Faulty monitor has to return in the same packaging and as well packed as the swap monitor (Transport Company will take care of the packing).** The pedestal should always be delivered to the repair workshop; other detachable parts like the power cable, monitor cable, manual, shall not be delivered. The packing box should be original or the box that came with the swap monitor. If not so, InfoCare will invoice the cost of new packing material and extra work 34,00€. If you are not satisfied with the swap monitor, you should inform the repair workshop in seven day with a written document.

REPAIRING AN ON-SITE WARRANTY MONITOR

The customer should pack the monitor by himself to an appropriate box, in which the monitor will be returned. **Transport Company will not accept monitors, which aren't packed. Poorly packed monitors also will not be taken in for transportation, this way we reduce the possibility of transportation damage.** In these cases the customer can pick the monitor up at the repair workshop or pay for the repackaging (34,00€). Monitor that has on-site warranty will be pick up from the customer and brought to repair workshop for repair by the workshop. If the customer have some special wishes it should be informed in the "comments" field.

REPAIR WARRANTY

In the repair warranty, should the customer bring / send the monitor to repair workshop. Important! Make sure that you pay the transportation to the destination. We won't redeem unpaid deliveries. After the repair we send the monitor back to the customer if it has been properly packed. If not, you can pick up the monitor yourself or you can pay 34,00€ for repackaging.

CHANGE AT THE REPAIR WORKSHOP

With most brands it is possible to come to the repair workshop to change the monitor yourself. Fill in the form first and let us know at the "comments" that you wish to come by for the change operation. This way we can make sure that we have the model you need.

INTERNET

Easiest way to fill in the form and send it, is in the Internet at www.infocare.fi

WARRANTY FORM

- Read the instructions and warranty clauses (page 1) properly before filling in the form. Insufficiently filled forms can not be handled.
- Send the filled form to repair workshop.

Workshop is moving to new premises to Vantaa.

From 31st of December 2007 our new address is:

Silvastintie 1
01510 Vantaa
Tel: 09-561 86 130
Fax: 09-561 86 100
huolto@infocare.fi

Company / Name:
Contact person:
Address:
Postal code and city:
Phone number on work days between 8-16:
I want an confirmation (yes/no):
-via email or fax (choose the other one and give us the number or address):

Fill in everything!	Place of purchase:
Date of purchase:	Brand and model:
Date of manufactured (m/y):	Serial number:

Monitor want to be :		Changed		Repaired
Type of failure:		Continuing		Occasional
Shell faultless: clean, no stickers/scratches		Yes		No
Warranty:		Yes		No
User interface:		PC		Mac
		Sun		Other; what
Hyundai-customer fills:		"TCO99"-sticker		"TCO95"-sticker
		"TCO92"-sticker		No sticker

Comments:

Describe the failure as accurately as possible; preferably used resolution and frequency

**I have read instructions on page 1 and approve the warranty clauses.
I understand that form that has not been properly filled can not be handled.
Important! Store monitors model and serial number to you.**

Date

Signature _____