

Sheet1

1992 Service and Reliability Survey: Service and Support Options

Distribution channel	Acer America Corp. Dealers
MANUFACTURER'S WARRANTY	
Standard warranty	1 year
Money-back guarantee	None
ON-SITE SERVICE	
On-site service available	y
Service provider	Intellogic Trace, ISC-Bunker Ramo San Antonio, TX; Tacoma, WA
Headquarters location (for each service provider)	
Initial term	1 year
Free service during initial term	n
TECHNICAL SUPPORT	
Toll-free technical support available	n
900 number	n
Technical support hours (E.S.T.)	10:00 A.M.- 10:00 P.M. M-F
On-line bulletin board service	y
REPAIR SERVICE	
Manufacturer makes repairs	y
Manufacturer pays shipping charges to/from plant	n/y
Overnight shipping option	y
Manufacturer authorizes dealer repairs	y
N/A Not applicable: The company does not provide this type of service.	

Sheet1

Advanced Logic Research Inc. Dealers	AST Research Inc. Dealers	AT&T Computer Systems Dealers	Austin Computer Systems Inc. Direct	Bondwell Industrial Co. Inc. Dealers
1 year None	1 year None	1 year None	1 year 30 days	1 year 30 days
y Intel Service	n N/A	y NCR	y GE	n N/A
Phoenix, AZ	N/A	Dayton, OH	Norcross, GA	N/A
1 year n	N/A N/A	1 year n	1 year y	N/A N/A
y n 9:00-8:00 M-F, 10:00-4:00 Sat.	y n 8:00 A.M.- 10:00 P.M. M-F, 10:00-4:00 Sat.	n n None	y n 24 hours, 7 days a week	y n 11:00-7:30 M-F
y	y	n	y	y
y n/y	y y/y	y n/n	y n/y	y n/y
y y	y y	n y	y n	y n

Sheet1

Compaq Computer Corp. Dealers	CompuAdd Computer Corp. Direct	Dell Computer Corp. Dealers, direct	Digital Equipment Corp. Dealers, direct	DTK Computer Inc. Dealers
1 year None	1 year 30 days	1 year 30 days	1 year 30 days	1 year None
y GE, Intellogic Trace, TRW Atlanta, GA; San Antonio, TX; Fairfield, NJ	n Memorex Telex Austin, TX	y BancTec Dallas, TX	y DEC Merrimack, NH	y GE Atlanta, GA
1 year n	1 year y	1 year y	1 year y	1 year y
y n 8:00 A.M.- 8:00 P.M. M-F	y n 9:00-8:00 M-F	y n 7:00 A.M.- 10:00 P.M. M-F, 9:00-5:00 Sat., 11:00-4:00 Sun.	y n 8:30-8:00 M-F	y n 10:00-8:00 M-F
n	y	y	y	y
n N/A	y n/y	y n/y	y y/y	y n/y
N/A y	y n	y n	y y	y y

Sheet1

Epson America Inc. Dealers	Everex Systems Inc. Dealers	Gateway 2000 Direct	Hewlett-Packard Co. Dealers	Hyundai Electronics America Dealers
1 year None	1 year None	1 year 30 days	1 year None	18 months None
o N/A	y National Computer Service	y TRW	y Hewlett-Packard	y TRW
N/A	Minneapolis, MN	Grand Prairie, TX	Mountain View, CA	Grand Prairie, TX
N/A N/A	3 months or 1 year y	1 year y	Unlimited y	1 year n
y n 9:00-8:00 M-F	n n 8:00 A.M.- 8:00 P.M. M-F	y n 7:00 A.M.- 1:00 A.M. M-F	y n 7:00 A.M.- 8:00 P.M. M-F	y n 11:00-8:00 M-F
y	y	y	n	n
n N/A	n n/y	y n/y	y n/y	n N/A
N/A y	y y	y n	y y	N/A y

Sheet1

IBM Corp. Dealers	Leading Edge Products Inc. Dealers	Memorex Telex Corp. Direct	NCR Corp. Dealers	NEC Technologies Inc. Dealers	Northgate Computer Systems Inc. Direct
1 year None	20 months None	1 year None	1 year None	1 year None	1 year 30 days
n N/A	y GE	y Memorex Telex	y NCR	y GE, NEC	n NCR
N/A	Atlanta, GA	Dallas, TX	Dayton, OH	Atlanta, GA; Boxborough, MA	Dayton, OH
N/A N/A	6 months y	1 year y	1 year n	1 year n	1 year y
y n 9:00-6:00 M-F	n y 8:00 A.M.- 8:00 P.M. M-F	y n 8:00 A.M.- 8:00 P.M. M-F	n n None	y n 8:30-7:00 M-F	y n 24 hours, 7 days a week
y	y	n	n	y	y
n N/A	n N/A	y y/y	y n/n	n N/A	y n/y
N/A y	N/A y	n n	n y	N/A n	y n

Sheet1

Packard Bell Electronics Inc. Dealers	PC Brand Inc. Direct	Sharp Electronics Corp. Dealers	Swan Technologies Inc. Direct	Tandon Corp. Direct	Tandy Corp./ GRiD Systems Corp. Dealers
1 year None	1 year 30 days	1 year None	2 years 30 days	1 year 30 days	1 year 30 days
y Packard Bell	n TRW	n N/A	y TRW	n TRW	n Radio Shack
Chatsworth, CA	Moorpark, CA	N/A	Fairfield, NJ	Moorpark, CA	Fort Worth, TX
1 year y	1 year y	N/A N/A	2 years y	1 year y	1 year n
n n 8:00 A.M.- 12:00 A.M. M-F; 11:00-8:00 Sat., Sun.	y n 8:00 A.M.- 9:00 P.M. M-F, 10:00-6:00 Sat.	y n 9:00-8:00 M-F	y n 9:00 A.M.- 9:00 P.M. M-F, 9:00-5:00 Sat., 9:00-5:00 Sun.	y n 24 hours, 7 days a week	n n 9:30-6:30 M-F
y	y	n	y	y	y
y y/y	n n/y	y n/n	y n/y	y y/y	y y/y
y y	y n	y y	y n	y y	n y

Sheet1

Texas Instruments Inc. Dealers	Toshiba America Information Systems Inc. Dealers	Unisys Corp. Dealers, direct	Wang Laboratories Inc. Direct	Wyse Technology Inc. Dealers	Zenith Data Systems Dealers
1 year 10 days	1 year None	1 year 30 days	1 year None	1 year None	1 year None
y Texas Instruments	n N/A	y Unisys	y Wang	y Intellogic Trace	y Bull HN
Austin, TX	N/A	Blue Bell, PA	Lowell, MA	San Antonio, TX	Billerica, MA
1 year n	N/A N/A	1 year n	1 year n	1 year n	1 year n
n n 9:00-6:00 M-F	y n 10:00-8:00 M-F	y n 8:00-5:00 M-F	y n 7:00 A.M.- 2:00 A.M. M-F	y n 10:00-8:00 M-F	n n None
n	y	y	n	y	n
y n/y	y n/y	y n/y	y n/y	y n/y	n N/A
y n	n o	y y	y y	y y	N/A y

Zeos
International
Ltd.
Direct

1 year
30 days

y
TRW

Fairfield, NJ

1 year
n

y
n
24 hours, 7 days
a week

y

y
n/y

y
n