

SERVICE INFORMATION

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If, after applying the information in this manual and your best efforts, you are still unable to obtain proper performance, it is suggested that you take advantage of the technical facilities which the Heath Company makes available to its customers.

The Technical Consultation Department is maintained for your benefit. This service is available to you at no charge. Its primary purpose is to provide assistance for those who encounter difficulty in the construction, operation or maintenance of HEATHKIT equipment. It is not intended, and is not equipped to function as a general source of technical information involving kit modifications nor anything other than the normal and specified performance of HEATHKIT equipment.

Although the Technical Consultants are familiar with all details of this kit, the effectiveness of their advice will depend entirely upon the amount and the accuracy of the information furnished by you. In a sense, **YOU MUST QUALIFY** for GOOD technical advice by helping the consultants to help you. Please use this outline:

1. Before writing, fully investigate each of the hints and suggestions listed in this manual under In Case Of Difficulty. Possibly it will not be necessary to write.
2. When writing, clearly describe the nature of the trouble and mention all associated equipment. Specifically report operating procedures, switch positions, connections to other units, and anything else that might help to isolate the cause of trouble.
3. Report fully on the results obtained when testing the unit initially and when following the suggestions under In Case Of Difficulty. Be as specific as possible and include voltage readings if test equipment is available.
4. Identify the kit model number and date of purchase, if available. Also mention the date of the kit assembly manual. (Date at bottom of Page 1.)

5. Print or type your name and address, preferably in two places on the letter.

With the preceding information, the consultant will know exactly what kit you have, what you would like it to do for you and the difficulty you wish to correct. The date of purchase tells him whether or not engineering changes have been made since it was shipped to you. He will know what you have done in an effort to locate the cause of trouble and, thereby, avoid repetitious suggestions. In short, he will devote full time to the problem at hand, and through his familiarity with the kit, plus your accurate report, he will be able to give you a complete and helpful answer. If replacement parts are required, they will be shipped to you, subject to the terms of the Warranty.

The Factory Service facilities are also available to you, in case you are not familiar enough with electronics to provide our consultants with sufficient information on which to base a diagnosis of your difficulty, or in the event that you prefer to have the difficulty corrected in this manner. You may return the completed equipment to the Heath Company for inspection and necessary repairs and adjustments. You will be charged a minimal service fee, plus the price of any additional parts or material required. However, if the completed kit is returned within the Warranty period, parts charges will be governed by the terms of the Warranty. State the date of purchase, if possible.

Local Service by Authorized HEATHKIT Service Centers is also available in some areas and often will be your fastest, most efficient method of obtaining service for your HEATHKIT equipment. Although charges for local service are generally somewhat higher than for factory service, the amount of increase is usually offset by the transportation charge you would pay if you elected to return your kit to the Heath Company.

HEATHKIT Service Centers will honor the regular 90 day HEATHKIT Parts Warranty on all kits, whether purchased through a dealer or directly from Heath Company; however, it will be necessary that you verify the purchase date of your kit.