

## 1992 Service and Reliability Survey: Service and Support Options

Distribution channel

MANUFACTURER'S WARRANTY

Standard warranty

Money-back guarantee

ON-SITE SERVICE

On-site service available

Service provider

Headquarters location (for each  
service provider)

Initial term

Free service during initial term

TECHNICAL SUPPORT

Toll-free technical support available

900 number

Technical support hours (E.S.T.)

On-line bulletin board service

REPAIR SERVICE

Manufacturer makes repairs

Manufacturer pays shipping charges  
to/from plant

Overnight shipping option

Manufacturer authorizes dealer  
repairs

N/A Not applicable: The company does not provide this type of service.

Acer America Corp.  
Dealers

1 year  
None

y  
Intellogic Trace,  
ISC-Bunker Ramo  
San Antonio, TX;  
Tacoma, WA

1 year  
n

n  
n  
10:00 A.M.-  
10:00 P.M. M-F

y

y  
n/y

y  
y

Advanced  
Logic Research Inc.  
Dealers

1 year  
None

y  
Intel Service  
  
Phoenix, AZ

1 year  
n

y  
n  
9:00-8:00 M-F,  
10:00-4:00 Sat.

y

y  
n/y

y  
y

AST Research Inc. Dealers	AT&T Computer Systems Dealers
1 year None	1 year None
n N/A	y NCR
N/A	Dayton, OH
N/A N/A	1 year n
y n 8:00 A.M.- 10:00 P.M. M-F, 10:00-4:00 Sat.	n n None
y	n
y y/y	y n/n
y y	n y

Austin Computer  
Systems Inc.  
Direct

Bondwell  
Industrial Co. Inc.  
Dealers

1 year  
30 days

1 year  
30 days

y  
GE

n  
N/A

Norcross, GA

N/A

1 year  
y

N/A  
N/A

y  
n  
24 hours, 7 days  
a week

y  
n  
11:00-7:30 M-F

y

y

y  
n/y

y  
n/y

y  
n

y  
n

Compaq  
Computer Corp.  
Dealers

1 year  
None

y  
GE, Intellogic  
Trace, TRW  
Atlanta, GA;  
San Antonio, TX;  
Fairfield, NJ

1 year  
n

y  
n  
8:00 A.M.-  
8:00 P.M. M-F

n

n  
N/A

N/A  
y

CompuAdd  
Computer Corp.  
Direct

1 year  
30 days

n  
Memorex Telex  
  
Austin, TX

1 year  
y

y  
n  
9:00-8:00 M-F

y

y  
n/y

y  
n

Dell  
Computer Corp.  
Dealers, direct

1 year  
30 days

y  
BancTec  
  
Dallas, TX

1 year  
y

y  
n  
7:00 A.M.-  
10:00 P.M. M-F,  
9:00-5:00 Sat.,  
11:00-4:00 Sun.

y

y  
n/y

y  
n

Digital  
Equipment Corp.  
Dealers, direct

DTK Computer Inc.  
Dealers

1 year  
30 days

1 year  
None

y  
DEC

y  
GE

Merrimack, NH

Atlanta, GA

1 year  
y

1 year  
y

y  
n  
8:30-8:00 M-F

y  
n  
10:00-8:00 M-F

y

y

y  
y/y

y  
n/y

y  
y

y  
y

Epson America Inc.  
Dealers

1 year  
None

o  
N/A

N/A

N/A  
N/A

y  
n  
9:00-8:00 M-F

y

n  
N/A

N/A  
y

Everex Systems Inc.  
Dealers

1 year  
None

y  
National Computer  
Service  
Minneapolis, MN

3 months or 1 year  
y

n  
n  
8:00 A.M.-  
8:00 P.M. M-F

y

n  
n/y

y  
y

Gateway 2000  
Direct

Hewlett-Packard Co.  
Dealers

1 year  
30 days

1 year  
None

y  
TRW

y  
Hewlett-Packard

Grand Prairie, TX

Mountain View, CA

1 year  
y

Unlimited  
y

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

y  
n/y

y  
n/y

y  
n

y  
y



Hyundai  
Electronics  
America  
Dealers

IBM Corp.  
Dealers

Leading Edge  
Products Inc.  
Dealers

18 months  
None

1 year  
None

20 months  
None

y  
TRW

n  
N/A

y  
GE

Grand Prairie, TX

N/A

Atlanta, GA

1 year  
n

N/A  
N/A

6 months  
y

y  
n  
11:00-8:00 M-F

y  
n  
9:00-6:00 M-F

n  
y  
8:00 A.M.-  
8:00 P.M. M-F

n

y

y

n  
N/A

n  
N/A

n  
N/A

N/A  
y

N/A  
y

N/A  
y

Memorex Telex Corp. Direct	NCR Corp. Dealers	NEC Technologies Inc. Dealers
1 year None	1 year None	1 year None
y Memorex Telex	y NCR	y GE, NEC
Dallas, TX	Dayton, OH	Atlanta, GA; Boxborough, MA
1 year y	1 year n	1 year n
y n 8:00 A.M.- 8:00 P.M. M-F	n n None	y n 8:30-7:00 M-F
n	n	y
y y/y	y n/n	n N/A
n n	n y	N/A n

Northgate Computer Systems Inc. Direct	Packard Bell Electronics Inc. Dealers	PC Brand Inc. Direct
1 year 30 days	1 year None	1 year 30 days
n NCR	y Packard Bell	n TRW
Dayton, OH	Chatsworth, CA	Moorpark, CA
1 year y	1 year y	1 year y
y n 24 hours, 7 days a week	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	y	y
y n/y	y y/y	n n/y
y n	y y	y n

Sharp Electronics Corp. Dealers	Swan Technologies Inc. Direct	Tandon Corp. Direct
1 year None	2 years 30 days	1 year 30 days
n N/A	y TRW	n TRW
N/A	Fairfield, NJ	Moorpark, CA
N/A N/A	2 years y	1 year y
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	y	y
y n/n	y n/y	y y/y
y y	y n	y y

Tandy Corp./  
GRiD  
Systems Corp.  
Dealers

Texas  
Instruments  
Inc.  
Dealers

Toshiba America  
Information  
Systems Inc.  
Dealers

1 year  
30 days

1 year  
10 days

1 year  
None

n  
Radio Shack

y  
Texas Instruments

n  
N/A

Fort Worth, TX

Austin, TX

N/A

1 year  
n

1 year  
n

N/A  
N/A

n  
n  
9:30-6:30 M-F

n  
n  
9:00-6:00 M-F

y  
n  
10:00-8:00 M-F

y

n

y

y  
y/y

y  
n/y

y  
n/y

n  
y

y  
n

n  
o

Unisys Corp. Dealers, direct	Wang Laboratories Inc. Direct	Wyse Technology Inc. Dealers
1 year 30 days	1 year None	1 year None
y Unisys	y Wang	y Intellogic Trace
Blue Bell, PA	Lowell, MA	San Antonio, TX
1 year n	1 year n	1 year n
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
y	n	y
y n/y	y n/y	y n/y
y y	y y	y y

Zenith Data Systems Dealers	Zeos International Ltd. Direct
1 year None	1 year 30 days
y Bull HN	y TRW
Billerica, MA	Fairfield, NJ
1 year n	1 year n
n n None	y n 24 hours, 7 days a week
n	y
n N/A	y n/y
N/A y	y n