

Customer Support & Maintenance Options

Manufacturer's Warranty

All One Digital products carry a 12-month warranty, beginning on the date that they are shipped from our premises. AIRLights shipped after the 1st June 2013 carry a 24-month warranty.

This covers any manufacturing defects, but not accidental damage or wear and tear (for full details of the policy, please see the separate document, 'Warranty Terms & Conditions').

Any qualifying work that needs to be done during this period will be done free of charge.

Items returned to One Digital for repair are usually shipped back to the customer within ten working days, but may be longer depending on availability of any required parts.

If your recorder repair takes longer than ten working days, you will be entitled to the use of a loan recorder free of charge for the duration of your repair. This loan unit should be returned to One Digital within one week of the delivery of your repaired unit to avoid incurring any loan charges.

Should you wish to have the use of a loan machine during the initial ten day repair period, this can be arranged at a cost.

Extended Warranty / Support Agreement

Should you wish to extend the warranty on your One Digital equipment past the initial warranty period, this will need to be agreed prior to the initial warranty's expiry date. Similarly, any further renewals to the extended warranty should also be arranged prior to expiry.

Subscribing to our Support Agreement gives you all the benefits of the initial warranty, plus half price annual servicing (detailed later in this document).

A One Digital Support agreement entitles you to:

- Return-to-base repairs on a 10 working day turnaround (subject to availability of parts).
- Free of charge repairs – no labour costs, no part costs.
- Free of charge loan recorder for the remaining duration of your repair, if the repair takes longer than 10 working days – with the option to hire a loan recorder at cost in the initial 10 working day period.

Annual servicing of your One Digital recorder by a One Digital trained engineer is recommended. It is also recommended that every three years the disk drives are replaced in your recorder as a precautionary measure to try to avoid failure due to wear and tear in the future.

Therefore, as part of the Support Agreement, you will agree to a chargeable service being carried out every three years if we are to offer continued cover under the Support Agreement.

A Support Agreement is priced at 12% of the cost of your original order before VAT (excluding any media items) for one year.

Servicing

One Digital recommend servicing of all interview recorders once a year.

We offer a return-to-base service at the following prices:

Standard Service - £80

Full Service - AIRLight £220, AIRLight-3 £280

A Full Service should be carried out every three years. It includes a Standard Service, but in addition to that, the working parts in the unit will be replaced with brand new ones in an effort to protect against the recorder failing due to wear and tear of these parts.

Annual servicing according to the above guidelines is optional, but recommended. If you wish to extend the warranty on your recorder by purchasing a Support Agreement with us, then the Full Service every three years is compulsory to us offering you future cover.

Customers holding a Support Agreement with us are entitled to half price servicing.

Out-of-warranty Support

If your warranty period has expired and you have chosen not to renew it with us, then the following will apply:

If a machine is authorised for return to One Digital for repair, £140 will be charged to cover labour and return delivery. Any replacement parts that are required will also be charged for (prices available on request).

Loan recorders will be available on request at a hire charge of £80 for the first four weeks, and £25 per week thereafter.

Regular servicing as detailed in the 'Servicing' section above is still recommended when no Support Agreement is held to avoid any preventable problems from arising.

All prices exclude VAT.