



Product Support Bulletin



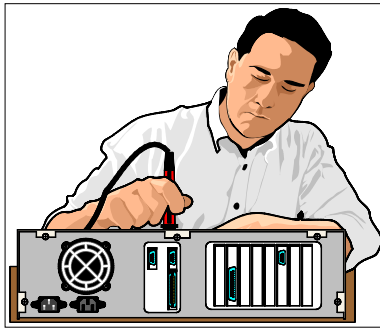
Technical Assistance/Depot Level Maintenance

If you ever need assistance with a Monaco manufactured product, we have a staff of Product Support Technicians available to answer your questions and help you get your system back on line quickly. Ninety-five per cent (95%) of the time, the telephone assistance provided resolves the problem. Telephone assistance is available 24 hours per day, 7 days a week, 365 days per year.

Should the problem not be correctable in the field, equipment may be returned to Monaco for expedited Depot Level Maintenance.

The Monaco Repair Center offers a number of benefits over having repairs done by local repair shops. These benefits include:

- ▶ A full staff of factory certified technicians is available to work on your equipment... quality work is assured.
- ▶ Turn around is quick... getting your equipment back to you is our priority.
- ▶ A fully equipped stock room is maintained to facilitate fast repairs... your inventory of component parts is greatly reduced.



- ▶ Repairs are to the component level... keeping repair costs to a minimum because only the failed component is replaced.
- ▶ Repaired products must pass our rigorous full production testing... the product will work when you get it back.
- ▶ Repaired products go through the same Quality Assurance inspection we use for manufactured products... we pride ourselves on No Defects!
- ▶ A 90-day warranty is provided for equipment undergoing Depot Level Maintenance, starting from the date received at the operating location.
- ▶ When the decision is made to repair a product by replacement, you receive our full one year from date of shipment warranty... and you have a brand new product at the current revision levels.
- ▶ IMPAC cards are gladly accepted.

Monaco Enterprises has been recognized by the Defense Supply Center as a Quality Vendor since 1991.

MONACO ENTERPRISES, INC.
14820 East Sprague Avenue, P.O. Box 14129, Spokane, Washington 99214-0129
Telephone: (509) 926-6277 ☎ Facsimile: (509) 924-4980
E-mail: service@monaco.com ✉ Web Site: www.monaco.com