Depot Express Hot Spare Service

SCLogi c, LL C

When it comes to SCLIntra, SCLogic makes what it sells. There are no third parties involved. We write the engine, the browser applications, and the portable applications. We perform our own deployment services, man our technical support lines, and train customers using our own Systems Analysts. We provide the hardware, assemble it, and offer our own Hot Spare service. If you have a question or problem, SCLogic stands alone in its ability to provide a single point of contact to address it.

Depot Exp ress Program Overview

Depot Express Hot Spare Service is a combination of an extended manufacturer's warranty and a guaranteed loaner program. Traditionally, equipment has only a one year warranty from the manufacturer. With our program, the warranty lasts "forever" as long as enrollment is kept current and the product is supported by the manufacturer. In addition, SCLogic allocates Hot Spare stock for your use, while your unit is being serviced. We can ship you a certified loaner unit, preloaded and ready for use, the next-day.

Program Highlights

- Contracted users who call before 3:00 p.m. EST can have a Hot Spare unit in their hands by 10:30 a.m. the following day (or sooner if your chosen carrier commits to an earlier "Next Day" delivery time). You need only supply your preferred express delivery carrier account number for direct billing. Should you choose not to provide your account number, we will ship UPS Ground (or equivalent).
- Your original unit will be repaired by the manufacturer and returned to you within three weeks. We look for you to return our loaner within one week of receiving your repaired unit*. You will always receive your original unit back (as long as it was repairable). If the manufacturer determines that a repair is possible, but will not be covered under warranty (due to abuse/neglect), you will always be given the option of paying the cost of the repair charges prior to the unit being returned, without repair.
- SCLogic uses the manufacturer's repair services exclusively. All units will be repaired to manufacturer's specifications. We do not use "discount" 3rd party repair services.

About MEI Distribution Solutions

MEI sells, configures, and supports the SCL*Intra* product from SCLogic. Our value starts where most companies' ends. SCLogic and MEI deliver a complete system based on your requirements. From delivering business contingency plans to employee productivity reports, MEI ensures the system works how you work.

For more information
Call 651-452-6646
Email: info@mei2000.com