

## Product Service Support BER & EOL Statement

### **BER- Beyond Economic Repair.**

Products that are deemed by the Service Centre to be BER would typically come under the following categories.

1. Product that have been physically damaged, by willful, negligence, or accidental damage.
2. Products that have had components removed, damaged, tampered with or previously repaired by an unapproved engineer.

Customers will be notified by the Service Centre if an item is identified as “beyond repair”. The item may be securely disposed off by Dedicated Micros upon your request or you may choose to have the defective unit returned to you. Further Information regarding warranties can be found on [www.dedicatedmiros.com](http://www.dedicatedmiros.com) under support/service centre/related info/warranty statement.

### **EOL - End of Life Products.**

Dedicated Micros Service Centre has identified the following products to be EOL.

DVST	-	Complete Range.
DX Pro	-	Complete Range.
Analogue Sprite	-	Legacy Sprites / Plastic Desktop Sprite - SPQ, SPR, SPC (Contact the Service Centre for further information and serial check)
Uniplex	-	All Models.
Unicord	-	All Models.
Vserve	-	All Models.



INVESTOR IN PEOPLE

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