

Express Replacement Assistance Program For Digital Video Recorders



Mitsubishi's Express Replacement Assistance (ERA) is a next business day replacement unit program designed to provide users of Mitsubishi security recorders the peace of mind that comes with our commitment to offering high quality security recorders.

In the unlikely event that your security recorder should not operate properly, it is very reassuring to know that a team of knowledgeable technical support professionals is always a phone call away. Should a replacement security recorder become necessary, Mitsubishi's ERA program ensures that a working replacement unit is shipped to you within 24\* hours for overnight, next business day delivery (when and where available), thus allowing you to continue with your business with minimal interruption.



**IN-WARRANTY EXPRESS REPLACEMENT ASSISTANCE PROGRAM:**

[mitsubishi-imaging.com/security](http://mitsubishi-imaging.com/security)

VISIT OUR

WEB SITE

OR CALL

888-307-0388

FOR MORE

INFORMATION

1. To request replacement of a defective in-warranty (refer to warranty statement) model covered under this program, contact Mitsubishi Technical Support at 888-307-0309. An ERA request form will be faxed to you by Technical Support for completion. After completing the ERA form, fax back the form to 949-609-4999 with the proof of purchase to show effective date of warranty for the unit.

2. Mitsubishi requires a company purchase order (if an Authorized Dealer) or major credit card as security collateral to ensure the prompt return of the defective unit, and payment of repairs not covered by warranty. In the event that Mitsubishi does not receive the defective unit within 15 business days from the day the replacement unit was sent, an amount equivalent to the purchase price of a new unit will be charged to the company purchase order (if an Authorized Dealer) or credit card.

3. Upon verification of warranty period for the defective unit, Mitsubishi will ship out a refurbished replacement unit within 24\* hours for overnight delivery.

4. Upon receipt of the replacement unit, the unit becomes property of the customer (original date of warranty stays in effect) and the defective unit becomes the property of Mitsubishi. Mitsubishi will pay the return shipping on the defective unit.



**WARNING:** Mitsubishi assumes no responsibility for data stored on the hard drive of the recorder. Data stored on the hard drive will not be retrieved by Mitsubishi. If there is data which you are required to retain please retrieve prior to returning to Mitsubishi or contact Mitsubishi Technical Support for repair options.

1) Mitsubishi reserves the right to send fully refurbished units as replacements in the Express Replacement Assistance Program.  
 2) A Mitsubishi security recorder that fails within the first thirty (30) days of purchase is considered a DOA unit. Customers with DOA units are entitled to a brand new replacement.  
 3) Mitsubishi reserves the right to terminate this program at any time without prior notice. Digital video recorder derivative SKU P/NS may take longer than 24\* hours.  
 4) \*24 hour delivery is based on Mitsubishi (MDEA) business schedule (excludes weekends and holidays).