

SERVICE LETTER

DATE: April 1, 1974

NUMBER: DK-3018

SUBJECT: EXPLANATION OF TRAINING PROGRAM

In keeping with our policy of continually improving our products and services, Product Support is instituting what we expect to be the first in a series of Training programs for Customer Service personnel.

The first program will cover the positioner optic system of the D3000 Disk Drive. Through this program, diagnostic troubleshooting techniques will be taught so that an optics problem can be isolated to a subassembly and then repaired or replaced.

In the past, such repairs were performed at the factory level and resulted in increased down time and expense to our customers. By performing such repairs in the field, we will reduce the cost (not to mention the inconvenience) to our customers.

It is important, however, that customer understands that he may be seeing service activities going on in his facility which he might not have seen in the past. An explanation should be made to the effect that these activities are no different than those which had previously taken place at the factory depot, and that by performing these tasks at his facility, we are able to reduce his down time, as well as eliminate the cost involved with shipping a unit to Chatsworth.

As part of our policy of improvement, we would like to encourage Customer Service to input any ideas which would improve the reliability and/or maintainability of the D3000, or, for that matter, any of our products. We will work with Engineering and Product Management and where practical, incorporate your ideas and suggestions.

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