

3xLOGIC Bulletin

A “Shipping Damage” surcharge is now in effect!

- To avoid any added surcharges on your next repair bill, please read the following:

Do not throw away the box and packing material your 3xLOGIC DVR arrives in -- use it if you need to ship your DVR back to us. If you don't have the original box, please follow these helpful guidelines.

HOW TO PICK A BOX

Look for a sturdy box that is designed to carry at least 50lbs. 3xLOGIC DVRs are heavy -- they weigh between 30 – 50 lbs each. So typically look for a box that is made from extra strong or even double-layered corrugated cardboard.

PACKING MATERIALS

Never use Styrofoam peanuts - they tend to disintegrate and could clog up your DVR. The best packing material is of course the original foam inserts that were designed to conform both to the box and the DVR. The next best thing is large bubble wrap. Wrap it around the DVR at least twice, then tape it, not to the DVR, but to itself, so that it stays in place but can still be easily removed.

PACKING THE DVR

It is not enough to just bubble-wrap the DVR - make sure there is enough padding between the DVR and the inside walls of the box. How should you test if there's enough padding? Imagine the DVR as a 50lb. egg. If you shipped it out right now, would it arrive sunny side up or scrambled?

Extra packing is always the best plan of attack.

SEALING THE BOX

Use 2" PVC packing tape, never use masking tape or duct tape, as it won't hold up in transit. Remember, YOUR DVR IS HEAVY! Seal all the edges well, three strips across the top and bottom large seam and one strip across all other edges.

PACKING SLIPS

Always include with your shipment a “Packing Slip”; something that tells us the DVR's Model#, SN#, Site Address, Phone #, Contact Name and a description of what's wrong with it, as well as the return address where you'd like the DVR shipped. It is also extremely useful to include your Service Call# and Help Desk Ticket # either on the packing slip, on the outside of the DVR box, or preferably, both.

ACCESSORIES

Unless you suspect a technical issue with one of your accessories (keyboard, mouse, cables, camera connection cables, etc.), please DO NOT INCLUDE them with your repair shipment. We cannot be held responsible for missing accessories upon return of your DVR. If you need an accessory tested, make a note of it on the packing slip and we will be happy to test the accessory for you.

Follow these few simple suggestions and your DVR will arrive here at 3xLOGIC safe and sound. Remember – it's YOUR responsibility to make sure your DVR arrives at our repair facility in one piece.

Don't trust it to the shipping companies – protect your equipment!