

Quick Exchange Program for LEX/CMX Encoders

Hitachi-Comark is proud to add the LEX/CMX encoder to our Quick Exchange Service to quickly, and cost effectively, put your station back on air.

Hitachi-Comark provides high performance and award winning television transmitters that are backed by more than 40 years of leadership in broadcast technologies and the service to support it.

The Quick Exchange Program for LEX/CMX encoders is simple. If a problem arises with a LEX/CMX encoder, a call is made to Hitachi-Comark and a replacement encoder is shipped, usually in 1-2 days. The broadcaster permanently keeps the replacement encoder and sends the failed unit back to Hitachi-Comark. This saves the broadcaster time and money by eliminating installation of temporary encoders while repairs are being made and reinstalling repaired encoders. The Quick Exchange Program for LEX/CMX encoders allows the LEX/CMX encoders to be switched once.

Behind the scenes, a pool of Quick Exchange LEX/CMX encoders is stocked at Hitachi-Comark. When a Quick Exchange LEX/CMX encoder is required, Hitachi-Comark Service Engineers will obtain the serial number of the failed unit and load the correct configuration files into the Quick Exchange LEX/CMX encoder. The Quick Exchange LEX/CMX encoder will ship out for the broadcaster to install. After installation, the failed encoder is shipped back to Comark for repair. The unit is repaired, tested, and put back into the Quick Exchange stock for use at another station.

Hitachi-Comark charges a fixed price for each Quick Exchange. Extra charges may apply if it is determined that the encoder failed due to neglect or extensive lightning / AC surge issues. Hitachi-Comark warrants the Quick Exchange LEX/CMX encoder to be free of defects for 90 days.



CUSTOMER SERVICE:

800-345-9295

support@comarktv.com

KEY FEATURES

- ▶ Fast, permanent encoder replacement:
 - ✓ Same system configuration
 - ✓ One time replacement
 - ✓ Next day shipping available
 - ✓ Fully tested refurbished encoders
- ▶ “Quick” replacement
- ▶ Saves broadcaster multiple trips to site
- ▶ No waiting for time consuming repairs
- ▶ 90 day warranty
- ▶ Fixed price replacement

ORDERING INFORMATION

Please contact your authorized Hitachi-Comark representative.
US Customer Service 1-800-345-9295 or 413-998-1100
Hitachi Kokusai Electric Comark LLC
104 Feeding Hills Road
Southwick, MA 01077

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