

Duration

End of Life Duration of the Product: 5 years.

Type of purchaser:

All purchasers.

General terms

Teknoservice as TTL brand manufacturer of computer systems has the compromise after each TTL EOL and for a minimum of five years, to provide replacements parts for the purchased products. It will be considered as date EOL product, the one that will be the smallest in all of the EOL components.

In case that the replacement parts will not be in the stock and Teknoservice will not be able to find in the market, it will be offered a compatible substitution part about the original configuration.

Exclusions

The present document has no effect in the countries where Teknoservice has not guaranteed service.

In no case the number of replacements parts will be more than 40% of the total possible ones. In this case it has to be understood as an upgrade not an update.

The present document does not cover:

- Any product manufactured by Teknoservice.
- Any component that was not original assembled by Teknoservice.
- Any consumable parts: toners, fusing units...

Part list:

1. Hard Disk.
2. RAM Card.
3. Battery (Lithium ion).
4. CPU Fan.
5. Microprocessor.
6. Internal power supply.

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Procedure to order replacement parts:

It will be request by phone (+34 954541212) or by email (serviciotecnico@tekno-service.es) including:

- CIF/VAT of the company, government department or end user.
- Part number of the replacement part
- Purchase invoice number.
- Serial Number.

Or by filling in the form on the following website:
<http://www.tlcomputer.es/support/guarantee-query/>