

EVOLUTION DIGITAL'S



REFURBISHMENT PROGRAM for HD uDTA and eBOX® IP Hybrid Set-Top Boxes



Evolution Digital's eCARE program allows cable operators to refurbish and update damaged equipment, quickly and cost effectively.

The program includes both out-of warranty HD uDTAs and in warranty eBOX IP Hybrid set-top boxes.

The newly launched eCARE Program provides technical screening and cosmetic refurbishment of your Evolution Digital products.

- Damaged devices equal lost revenue and can result in unhappy users
- Products need to be functional and continue to look good
- Helps you maintain long-term product profitability

SERVICES AVAILABLE THROUGH THE eCARE PROGRAM INCLUDE:

**Component repair • Software updates
Thorough cleaning • Cosmetic refurbishment**

**For questions, please contact: Dave Merino;
dmerino@evolutiondigital.com or 720.266.4187**

The eCARE program is easy!

- 1 **Contact Dave Merino** to get the process started and receive your RMA # at dmerino@evolutiondigital.com
- 2 **Ship your units to Evolution Digital** in Centennial, CO where they will go through our automated testing, proven to provide consistent, repeatable and reliable results.
- 3 **Units will be repaired**, and/or cosmetic parts will be replaced by our highly-trained technicians. Various repair levels are available.
- 4 When the repair and refurbishment process is complete, the **units will be shipped back to your location** which is typically 14 business days of receiving product. Delivery may be longer for requests of more than 500 units.





eCARE Pricing – Out-Of Warranty HD uDTA

REPAIR LEVEL	DESCRIPTION OF SERVICES	COST
Cosmetic Repair	Unit is staged and tested including all features and components. Preferred SW version is updated. Unit is thoroughly cleaned, as well as replacement of any defective or damaged cosmetic parts including, top cover, bottom cover, lens, feet, etc. and shipped.	\$10.00*
Standard Repair	Unit is staged and tested including all features and components. Includes replacement of damaged or defective components and simple board level repair. Preferred SW version is updated. Unit is thoroughly cleaned and shipped	\$15.00*
No Problem Found (NPF)	Units that are found to operate properly after all features and components have been tested	\$5.00
Beyond Economical Repair (BER)	Not capable of repair and should be replaced. Disposal Fee- BER Fee can be applied towards purchase of a new unit.	\$4.00

eCARE Pricing – eBOX

REPAIR LEVEL	DESCRIPTION OF SERVICES	COST
Level 1	Cosmetic Repair Only. Replacement of any defective or damaged cosmetic parts including, top cover, bottom cover, lens, feet, etc.	\$ 6.50*
No Problem Found (NPR)	Units that are found to operate properly after all features and components have been tested	\$8.00
Level 2	Unit is staged and tested including all features and components. Verify preferred SW version is updated. Unit is thoroughly cleaned and returned.	\$10.00*
Level 3	Includes Level 2 service as well as replacement of any defective or damaged cosmetic parts including, top cover, bottom cover, lens, feet, etc.	\$15.00*
Beyond Economical Repair (BER)	Unit is not capable of repair and must be replaced. \$6.00 Environmental Disposal Fee.	\$6.00

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