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SOURCE: Compaq Computer Corporation INFORMATION BLITZ

INFORMATION BLITZ TITLE: Service of Compaq Branded InkJet Products

DATE: 08-March-1999

INFORMATION BLITZ #: TD 2614-CR

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DEPARTMENT: Global Services Fulfillment (Printers)

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PRODUCT NAME(S) IMPACTED:

PRODUCT FAMILY(IES):

PRODUCT NUMBERS:

Storage	___	_____
Systems	___	_____
Networks	___	_____
PC	___	_____
Software	___	_____
Other (specify) <u>X</u>		___ Printers ___

PROBLEM STATEMENT:

There are no onsite service delivery capabilities or resources to service the Compaq branded inkjets and multifunction inkjet printers from Lexmark.

PROBLEM SYMPTOM:

CCS engineers will be unable to procure parts and repair inkjet printers on site which will result in customer disatification.

SOLUTION:

CCS Engineers should not be servicing these printers at a customer site as they are return only. Service request for these printer are to be referred to 1-800-OK Compaq. The current Compaq inkjet products are the IJ200, IJ700 and IJ900.

ADDITIONAL COMMENTS:

\*\*\*\*\*< NOTE >\*\*\*\*\*

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