

NYVIP Unit Warranty

The following message was sent by DMV to inspection stations over the NYVIP unit. We are reprinting it here as a service to our members with inspection stations.

Your NYVIP unit is covered under warranty for the expected life of the program. Please see your Station Participation Agreement for details of warranty coverage. Unfortunately, some stations have lost this benefit and have voided their warranty or been charged for items that should have been covered by improperly attempting to service or modify the unit themselves. Please review the following procedures and issues that were provided by SGS Testcom and share this information with your inspectors to ensure you maintain warranty coverage.

1. If you are experiencing a problem with the NYVIP unit, call the SGS Testcom Help Desk IMMEDIATELY at 1-866-469-8477. DO NOT attempt to fix the problem yourself. Also, please remain available to assist the Help Desk representative with troubleshooting the machine.
2. To speed up the troubleshooting process, please leave any error messages on screen. In many cases, this will help the SGS Testcom representative pinpoint the problem.
3. ANY alterations or repairs to ANY of the NYVIP unit cables will void their warranty and may void the NYVIP unit's warranty as well. If altered parts are sent back (for warranty replacement), the facility will be billed for the replaced items.
4. Repair of printers by a non-authorized individual is NOT covered under warranty. You will be charged for any repairs needed as a result of improper services performed on the NYVIP unit.
5. Any damage to the NYVIP components caused by spills of liquids, sprays or other foreign materials will NOT be covered under warranty.
6. DO NOT open the computer case. If tampered with, the warranty may be voided. NOTE: Only an IBM Technician is allowed to work on the inside of the NYVIP PC itself.
7. Purchase ONLY SGS Testcom approved parts/components (printers, cables, etc) for use with the NYVIP unit. Any parts you supply are NOT covered by SGS Testcom's warranty, and installation without prior approval may void the warranty. (Refer to Pg 7 in the Station Participation Agreement)
8. Installing of any additional software on the NYVIP unit is strictly prohibited and can void your contract with SGS Testcom.
9. DO NOT send warranty parts back on your own. If not picked up by our designated carrier within 1 week, call the Testcom Helpdesk for assistance.
10. If it is determined that a Technician must visit your facility, please have the NYVIP unit in an easily accessible area. The IBM Technician will not work on the NYVIP unit if it is in a dangerous or inaccessible area.

If you have any questions, please call the SGS Testcom Help Desk at 1-866-469-8477.