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TO ALL CQS SERVICE CENTERS: We are constantly receiving calls from consumers on the Tech Hot Line. ALL CONSUMER CALLS ARE TO BE DIRECTED TO CUSTOMER SUPPORT:

1-215-436-4200

Please do not give the 800 phone number for the Tech Hot Line and Parts Order Desk to ANY consumer. These numbers were established for CQS Centers ONLY. When unauthorized calls get through, they prevent YOU from reaching us.

SFD 1001 DISK DRIVES

The SFD 1001 is NOT part of the current CONSUMER SERVICE PROGRAM. ALL UNITS REQUIRING SERVICE ARE TO BE RETURNED TO THE PLACE OF PURCHASE. Under NO circumstances are any SFD 1001s to be sent to the service department.

COMPUTER PCB REPLACEMENT - C-64, C-16, VIC 20, PLUS 4

Please be aware that replacement PCB's DO NOT INCLUDE the RF shields that are used in these products. Part numbers are provided in the Service Manual and on the Parts/Price List if you need to order replacement shields.

DRIVE ASSEMBLY EXCHANGES

Due to the high cost of replacement parts, often a part for a drive will cost substantially more than the exchange of the ENTIRE drive assembly. Therefore, it is recommended that the DRIVE EXCHANGE PROGRAM is used to facilitate repairs on drives. The new Parts/Price List highlights this point and indicates the parts that are available at this time.