



DEFECTIVE BACKUP TAPE

If an Avanta support representative has determined that your backup tape is defective, or if your backup tape is visibly damaged (e.g., tape is twisted or physically torn), it is possible to have your tape replaced directly from the manufacturer at no charge.

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If found to be defective, your Maxell backup tape may be shipped directly to Maxell to receive a replacement backup tape. Simply send the defective product to the address below:

Maxell Corporation of America
1400 Parker Road
Conyers, GA 30094
Attn: Warranty Return

Please include your name, address, telephone number, and a brief description of the problem. Maxell will in turn send you a replacement backup tape free-of-charge.

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If found to be defective, your 3M or Imation backup tape may be shipped directly to Imation to receive a replacement backup tape. Simply call Imation at 800.328.9438, select option 1, and inform the representative that you have a defective Imation tape. Please have the model number (e.g., DC6525) ready. The representative will ask for your address, and mail you an instruction sheet, ship-to address, and an RMA# to be used to ship the defective tape to Imation.

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If you have questions about the return policy or procedure for other brands of backup tapes, please contact Avanta.

Avanta Welcomes Two New Team Members

Avanta is pleased to welcome Mark Garcia and Jen Roth to the support team. Mark is a recent graduate from Occidental College, while Jen just finished at UCLA.

Both will be training with the Avanta Staff over the next few weeks to master the Avanta system. They will also be out in the field with Dan during updates and training so you will have a chance to meet them soon. Upon completion of training, they will be assisting clients who phone in with questions about the use and operation of the Avanta System.

Holiday Hours

Avanta will be closed Thursday and Friday, July 4th & 5th, in observance of Independence Day. However, our automated phone attendant allows software and hardware team members to be paged in the event of an emergency. Have a fun and safe holiday!

