



Tracking Your Defective Backup Tapes



Your Nightly Backup should be checked and logged on a daily basis, to make sure your practice information is recoverable in the event of a hardware failure or disaster. Most backup errors that occur are a result of a temporary (but sometimes permanent) defect with your 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, if the defect is covered by their limited lifetime warranty.

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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, or if you would like to purchase additional backup tapes (Avanta suggests a minimum of 5 tapes in your rotation) please contact Chip at Avanta. Also, the Avanta website has a support page form for your questions and an order form for your supply orders which can be submitted anytime.

Holiday Hours

In 1621 the Plymouth colonists and the Wampanoag Indians shared an Autumn harvest feast which is now known as the first Thanksgiving. While cooking methods and table etiquette changed as the holiday evolved, the meal is still consumed today with the same spirit of celebration and overindulgence.

Avanta will be closed Thursday and Friday, November 28th and 29th in observance of Thanksgiving. 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!