

EVOLUTION DIGITAL'S



REFURBISHMENT PROGRAM for HD uDTA, eBOX® IP Hybrid, and eSTREAM 4K™ Set-Top Boxes



Evolution Digital's eCARE program allows cable operators to refurbish and update damaged equipment, quickly and cost effectively.

The program includes both in-warranty and out-of-warranty HD uDTA's, eSTREAM 4k's, and eBOX IP Hybrid set-top boxes.

The eCARE Program provides technical screening and cosmetic refurbishment of your Evolution Digital products.

- Damaged devices equal lost revenue and can result in unhappy users
- Products need to be functional and continue to look good
- Helps you maintain long-term product profitability

SERVICES AVAILABLE THROUGH THE eCARE PROGRAM INCLUDE:

**Software updates • Thorough cleaning
Cosmetic refurbishment**

**For questions, please contact:
RMA@evolutiondigital.com**

The eCARE program is easy!

- 1 **Contact Evolution Digital** to get the process started and receive your RMA # at RMA@evolutiondigital.com
- 2 **Ship your units to Evolution Digital** in Centennial, CO where they will go through our automated testing, proven to provide consistent, repeatable and reliable results.
- 3 **Units will be repaired**, and/or cosmetic parts will be replaced by our highly-trained technicians.
- 4 When the repair and refurbishment process is complete, the **units will be shipped back to your location** which is typically 14 business days of receiving product. Delivery may be longer for requests of more than 500 units.





eCARE Pricing – HD uDTA

REPAIR LEVEL	DESCRIPTION OF SERVICES	COST
Cosmetic Repair	Replacement of any defective or damaged cosmetic parts including top cover, bottom cover, sides, feet, labels, etc. Unit is thoroughly cleaned and shipped back to the customer.	\$10.00
Standard Repair	Factory Software and Hardware is tested to ensure proper operation. Unit is then factory reset to default settings on the device.	\$2.00 (Out of Warranty)
No Problem Found (NPF)	Units that are found to operate properly after testing.	\$5.00
Beyond Economical Repair (BER)	Not capable of repair and should be replaced (i.e. physical abuse, infestation, fire damage, lightning strike, etc.). Unit is recycled, and a disposal fee is applied.	\$2.00

eCARE Pricing – eBOX and eSTREAM 4K

REPAIR LEVEL	DESCRIPTION OF SERVICES	COST
Cosmetic Repair	Replacement of defective or damaged cosmetic parts including top cover, bottom cover, sides, feet, labels, etc. Unit is thoroughly cleaned and shipped back to the customer.	\$ 6.50
Standard Repair	Factory Software and Hardware is tested to ensure proper operation. Unit is then factory reset to default settings on the device.	\$2.00 (Out of Warranty)
No Problem Found (NPF)	Units that are found to operate properly after testing.	\$8.00
Beyond Economical Repair (BER)	Not capable of repair and should be replaced (i.e. physical abuse, infestation, fire damage, lightning strike, etc.). Unit is recycled, and a disposal fee is applied.	\$6.00

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