

SALES NEWS Issue 47

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Dear Dealer

A400/1 Series

Following the highly successful launch of the A5000 and the subsequent decline in A400/1 series demand, Acorn will cease building: the A400/1 series at the end of February.

Customers who wish to purchase products in the A400/1 series should contact their normal supplier as soon as possible, as a limited quantity of machines are still available. These will be supplied on a first come first served basis.

Spares and support will continue to be available for this product from normal support and service providers.

Mercantile Credit Sales - Dead on Arrival

There have been a very few instances where customers purchasing Acorn computers on Mercantile Credit's Low Cost Finance Promotion have experienced a failure of the equipment during the first 28 days since taking delivery. Acorn allows a 28 day Dead on Arrival (DoA) period from the date of delivery of the system. All failures within that period should be returned to Acorn using the Goods Return Authorisation (GRA) procedure unless a simple and minor repair, which the customers agrees to, can be effected quickly.

As Mercantile Credit requires serial numbers to be quoted on the credit application form, some customers have been told that Acorn's normal GRA procedure does not apply and the computer must be repaired under warranty. This is incorrect. Acorn's normal DoA period is still effective; the goods should be returned and a replacement will be supplied in the normal way. Obviously, if a replacement system is made under the GRA procedure, a different serial number will be issued. Please inform Mercantile Credit of the change, in writing and they will amend their records accordingly.

Home and School Scheme

Please find details of the Home and School Scheme 1992. Please contact our Area Sales Manager for further details.

Yours faithfully



Tracy Bottomley
Senior Sales Co-ordinator
Sales Operations Department

