



APEX Group

CAR ELECTRONICS
RESEARCH AND ENGINEERING

Zapco HDSP-V - Warranty Advice for End Users, Dealer, Installers, Distributors

The HDSP-V is a sophisticated and modular product that need special attention when upgrading is needed or new software has to be loaded.

Some problems happened in the past to customers opening it, broken some part inside by electrostatic current. Other problems occurred because the software did not load correctly.

The HDSP-V is virtual sealed. *It cannot be opened by unauthorized persons. If opened the warranty loses its validity and, in the event that the product needs assistance (whatever the reason should be), it must be delivered to the nearest authorized APEX repair center and all expenses must be paid.*

The same is if the software of the DSP is changed without authorization.

So, dear customer, if you feel that some is not working properly, don't open the products, don't load a new software. Just call our Dealer or Distributor that sold the product to you and, if was not find the reason of the issue by the online assistance, send back the product for assistance (after you have the authorization number to do it).

Remember, DON'T OPEN IT

