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LaserWriter: ROM Return Policy (11/94)

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TOPIC -----

A service provider wants to order the LaserWriter 512K ROMs and use them as an upgrade, which is not supported. This is a Service Stock item not a Finished Goods item, and the warranty, among other things, is different.

Knowing that this is unsupported, do the old ROMs need to be returned to Apple?

DISCUSSION -----

Service providers should not return the ROMs unless they are replacing H7 and L7 (revised LaserWriter Plus) on a Repair Extension. For more information on this, see "Repair Extensions" in the Service Source CD.

To clarify this issue for the service providers, we have moved ROMs that must be returned to the Module section of the Price Pages. For products that require ROM return, a note is included on the Price Pages to inform the service providers to return them.

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