



Esoteric i.LINK upgrade kit for X-05, SA-10, SA-60 and DV-60.

	Retail
Upgrade kit:	\$330.67
Installation:	\$100.00
Freight	\$50.00
TOTAL	\$480.67

*Kit cost is subject to change

*Freight cost is approximate and subject to change depending on service level and shipping distance.

To schedule the upgrade or for additional instructions contact 323-726-0303, ext. 617.

FREQUENTLY ASKED QUESTIONS:

Where can the upgrade be done?

The upgrade can only be done at our Factory Service Group in Montebello, California. This upgrade involves adding a circuit card and checking firmware for correct operation.

How long will I be without my unit?

After your upgrade appointment has been confirmed at the phone number above, ESOTERIC commits to completing your upgrade within 3 business days of receipt at our facility. We will return the unit FEDEX saver (3-day) unless requested to use a different service.

Do I need an appointment?

Yes, an appointment is required to ensure quick turnaround.

What if I don't have the original carton?

Contact parts at (323) 727-4840 to order.

What forms of payment do you accept?

We accept VISA, MasterCard or American Express.

WHAT IS THE PROCESS TO GET THIS UPGRADE?

Step 1: Call us at (323) 726-0303 and punch in extension 617. Tell our Representative you are interested in the ESOTERIC i.LINK audio upgrade. If you need a shipping container, go to step two – if NOT, skip step 2 and go to step 3.

Step 2: If you need a shipping carton, contact parts at (323) 727-4840 to order. Wait for the arrival of the carton and then call us back to schedule an appointment.

Step 3: We will give you an “appointment window” or approximate date for the service to be performed. This reserves your upgrade kit and allows us to guarantee the 3 business day turnaround. At this time, we will take your credit card information for later billing.

Step 4: Inside the box, please include a note or letter that gives us your Name, Address, telephone number, FAX number and email address (if available). Do not include anything other than the unit in your return (No need to include remote control, power cord, user's manual, etc. as we have all of those items on our work bench already).

Step 5: Pack your product and address the outside of the box as follows:

TEAC America, Inc:
Attention: ESOTERIC i.LINK Option Upgrade
7733 Telegraph Road
Montebello, CA 90640

Step 6: Ship your unit to arrive on or near your appointment date.

Step 7: Once we receive the machine, we will contact you to confirm the total invoice amount and credit card authorization.

Step 8: Within 3 business days, your unit will be on its way back to you. If you have any questions please don't hesitate to either call or email us at: Esoteric_info@teac.com