

Maintenance and Repair

What happens when my VideoRay breaks?

In your investigation of ROVs, be sure to ask this question of both a manufacturer, and of lots of that manufacturers users. Many of the systems traded up for VideoRays

<http://www.videoray.com/support/trade-up> come from users fed up with the high cost of repairs from the unreliable units they have purchased elsewhere. For a VideoRay, if there is a problem in the first two years that is due to a defect in materials or workmanship, VideoRay will repair or replace the affected part at no cost to you. If this happens in the first year (and most warranty problems will show up then,) VideoRay pays shipping **both to and from** you and our factory or an authorized service center.

Unique solution ID: #1073

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Last update: 2012-11-27 21:51