

July 17, 2015

Hitachi Linear Service Transition to Hitachi Comark

Background

Hitachi Linear, formerly based in Elgin, IL has recently merged with Hitachi Kokusai Electric Comark LLC, based out of Southwick, MA. Comark has been in the broadcast industry for over 40 years with the core focus of design, manufacturing, installation, and servicing television transmitters from 20W to 280kW.

The Hitachi Linear facility in Elgin, IL is closed down and all of the service stock moved to Hitachi Comark in Southwick, MA.

Doug Thompson and Rod Roberts, formerly with Hitachi Linear, have joined Hitachi Comark.

Hitachi Comark will continue to service and support the Linear Hitachi products. As with Elgin, Hitachi Comark will support the transmitters, exciters, and encoder lines. Hitachi Comark is committed to this support. Hitachi Comark hired a dedicated test engineer for the Hitachi Linear product line, created a new test area, and added to our stock room to accommodate the Hitachi Linear components and spares.

Hitachi Comark was already supporting our own CMX-5000 Encoder Series. The CMX-5000 Encoders are based on the same platform as the LEX series encoders so this transition is seamless. Comark has set up another test area to support the 4001 Encoders.

RMA numbers for transmitters, components, exciters, and encoders will be provided by the Hitachi Comark Customer Service Group.

Hitachi Linear Customers can now utilize the Hitachi Comark Customer Service Group, and all of Hitachi Comark, to help support the Hitachi Linear products. The Hitachi Comark Customer Service Group has a combined 200+ years of broadcast experience and are excited to add Hitachi Linear to our product line.

New Linear Transmitter orders or Encoder upgrades should be directed to Doug Thompson at dthompson@comarktv.com or (217) 653-0255.

Any questions regarding support or issues regarding service should be directed to William Onyski, Director of Customer Service and Field Operations at wonyski@comarktv.com or 413-998-1201.

Logistics

The Hitachi Comark Customer Service Group is available during normal business days, 8:00AM to 5:00PM EST, and for 24/7 Emergency Off Air Service.

Mailing Address and parts returns:

Hitachi Comark
104 Feeding Hills Road
Southwick, MA 01077

Toll Free Customer Service Number:

800-345-9295

Phone menu selection (normal hours):

800-345-925-95 (same as emergency hours)

Press 1 to speak with a Customer Service Representative (CSR) for issues or questions with the Hitachi **Comark** Product line. If all of our CSRs are on the phone, your call will go to the CS voicemail after about five minutes. When a voice mail is left in our CS system, it notifies all of the CSRs, and your call will be returned shortly.

Press 2 to leave a voice message for a Customer Service Representative for issues or questions with the Hitachi **Comark** Product line. This option is typically used when the call is not urgent.

Press 3 to speak with a Customer Service Representative (CSR) for issues or questions with the Hitachi **Linear** Product line, including Encoders. If all of our CSRs are on the phone, your call will go to the CS voicemail after about five minutes. When a voice mail is left in our CS system, it notifies all of the CSRs, and your call will be returned shortly.

Press 4 to leave a voice message for a Customer Service Representative for issues or questions with the Hitachi **Linear** Product line. This option is typically used when the call is not urgent.

Phone menu selection (emergency hours):

800-345-925-95 (same as during normal business hours)

Press 1 to leave a message for a Customer Service Representative (CSR) for off air emergencies with the Hitachi **Comark** Product line. The caller will be asked to leave a message with full details of the emergency and contact information. It is beneficial to repeat your contact information on the voice mail. The voice mail triggers a phone call to our "on call" CSR. A return call is typically made within 30 minutes or less but could take longer if the CSR is handling another emergency call. If a call isn't returned in an hour, please call again as the CSR may have been out of cell coverage or there are other technical issues.

Press 2 to leave a message for a Customer Service Representative (CSR) for off air emergencies with the Hitachi **Linear** Product line. The caller will be asked to leave a message with full details of the emergency and contact information. It is beneficial to repeat your contact information on the voice mail. The voice mail triggers a phone call to our “on call” CSR. A return call is typically made within 30 minutes or less but could take longer if the CSR is handling another emergency call. If a call isn’t returned in an hour, please call again as the CSR may have been out of cell coverage or there are other technical issues.

E-mail Support:

Hitachi Comark Customer Support can also be obtained by emailing support@comarktv.com. This email is monitored during normal business hours and should be used for non-emergency inquiries only. Like the voice message, please provide as many details as possible.

Encoder Firmware Upgrades:

When available, CMX-5000 and LEX Encoder Firmware upgrades will be posted on the Hitachi Comark FTP Site: <ftp.comarktv.com> (call Comark for Username and Password)

Web Site:

www.comarktv.com

Notes:

1. When calling into the Customer Service Group, it is best to utilize the menu tree above. Pressing random numbers or symbols on the phone could send the caller to a random voicemail box and the message become lost.
2. The Hitachi Linear Customer Database is incompatible with the Hitachi Comark Database so Hitachi Comark was unable to import much Customer data. Each new call from a station will require set up in the Comark Database. Each caller should be prepared to provide the Call Sign, Channel, Contact Information, Name of Company, Billing Address, and Transmitter Type. After we have each station recorded in the Hitachi Comark Database, the calls will be much quicker. Thank you for your patience.
3. Please ship parts back to Hitachi Comark only with an RMA number. Otherwise, parts could be lost or repairs delayed.

Quick Reference Guide:

Address:

Comark Hitachi
104 Feeding Hills Road
Southwick, MA 01077

Business Hours:

Monday-Friday 8:00 AM to 5:00 PM EST. Off Holidays.

Customer Service Phone Number (Business and Emergency Hours):

800-345-9295

Press 1—Hitachi **Comark** Service

Press 2—Hitachi **Comark** Voicemail

Press 3—Hitachi **Linear** Service

Press 4—Hitachi **Linear** Voicemail

Off Air Emergency Service (after hours):

800-345-9295

Press 1—Hitachi **Comark** Voicemail

Press 2—Hitachi **Linear** Voicemail

Customer Service email (Hitachi Comark and Hitachi Linear):

Support@comarktv.com

Encoder Firmware Upgrades:

FTP Site: <ftp.comarktv.com> (call Comark for Username and Password)

Web Site:

www.comarktv.com