



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

Also available for amplifier model AI-10

	Retail
Upgrade kit:	\$330.67
Installation:	\$100.00
Freight	\$50.00
<b>TOTAL</b>	<b>\$480.67</b>

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.

Freight charges can be expensive. Is there any relief?

ESOTERIC can arrange to have your unit picked up and the incoming freight charges will be added to the cost of the upgrade. This is usually a cheaper option as we have negotiated sizable discounts with freight carriers and you can take advantage of our discounts. If you are interested in this, please mention it to our Representative when scheduling your appointment.

What if I don't have the original carton?

If you do not have your original shipping carton, ESOTERIC will provide one for you at no charge. Simply tell our Representative on the telephone that you need a carton and we'll ship one to you prior to making the appointment.

Can I get faster freight service if I'm willing to pay for it?

Absolutely. Tell our Representative you would like to have your unit shipped via overnight or two-day service and we will see to it. Of course you will be responsible to pay for the extra costs of this expedited service.

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, give the Representative your name and address and one will be sent to the location of your choice (via ground transportation). Wait for the arrival of the carton and then call us back to schedule an appointment.

Step 3: Determine your shipping options: If you would like to use our volume discounts and add the incoming freight charge to your invoice, please let us know at this time.

Step 4: 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 5: 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 6: 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 7: If you have made arrangements for us to have your unit picked up, call us at (323) 726-0303 extension 617 and tell us the unit is ready for pick-up. If you have chosen to ship it yourself, go ahead and ship to arrive on or near your appointment date.

Step 8: Once we receive the machine, we will contact you to confirm the total invoice amount and credit card authorization.

Step 9: 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](mailto:Esoteric_info@teac.com)