

Service Repair FAQs

For BlackBerry Data Devices

Where do I take my device if it is defective?

Should you find your device is not functioning properly, simply bring it to one of our seven IDC locations.

A qualified sales associate will work with you to evaluate the issue. Handsets determined to be defective will be replaced on site with an Over the Counter (OTC) replacement unit. In the event that the location does not have the required OTC unit on hand, a replacement will be sent to the location within 48 business hours.

What is an OTC Unit?

An OTC unit is a remanufactured device provided to you as a replacement should your device become defective within the warranty period. Remanufactured replacements have been tested and inspected to meet or exceed quality standards.

Does my OTC unit have a manufacturer's warranty?

Yes. Your replacement device will be covered for the remainder of your original manufacturer's warranty period or 90 days, whichever is greater.

If my device is exchanged, will my data be transferred to the replacement device?

In most cases, IDC will be able to transfer your phonebook. In select cases, there may be device limitations that prevent it. Considering the sensitivity of your BlackBerry data, we recommend doing a content backup to your PC prior to bringing your device to our service department. The Desktop Manager software included with your BlackBerry purchase will allow you to do this. The software can also be downloaded from the BlackBerry website.

Is there a cost for the OTC unit?

OTCs issued for repairs covered under manufacturer's warranty are provided free of charge. Issues found to be caused by physical or liquid damage are not covered by the manufacturer's warranty and, therefore, are chargeable. We will do our best to identify non warranty damage prior to shipping your device to the manufacturer. However, damage can be concealed and is not always visible. A credit card number will be required at the time the OTC is issued in the event that a charge for repair is required. Customers will be contacted and advised prior to the processing of any charges.

What is the charge for repairs not covered by the manufacturer's warranty?

The cost for repairs not covered under the manufacturer's warranty can range between \$150 and \$600 depending on the model of BlackBerry and severity of damage to the device.

How long is the warranty period on my device?

Manufacturer's warranty is in effect for the first 12 months from the date of purchase. Additional coverage beyond the 12 months can be purchased from IDC Communications. This warranty can be purchased at the time of sale or at anytime within 30 days of your purchase.

*For more information, contact our
service department at 254-8282*

