
US UW upgrade

Posted by aom - 2005/06/20 19:53

Hi everyone,

I'm in Canada and have paid for my UW upgrade, and am currently waiting for Elektron to authorize an encoder repair during the upgrade . . .

In the meantime, has anyone had their unit upgraded from the US service centre yet? Any feedback on turnaround times, etc?

Thanks,
ao.

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Re: US UW upgrade

Posted by MokBor - 2005/06/22 13:35

I read on the mailing list that some people didn't get the confirmation yet. Also i noticed that there are a lot of complaints about the service centre in the US(on the mailing list). But let's assume that the people who got it back didn't respond like the people who complain. So i don't want to use it as an indication of the service level.

Have you mailed them already?

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Re: US UW upgrade

Posted by aom - 2005/06/22 15:55

Haven't even sent my MD in yet, still waiting to get a repair authorized for the same time.

Just don't wanna be w/o my MD for too long, as I have a gig at the end of next month. I know they estimate two weeks to a month for the upgrade, but from what I've been reading, some people are waiting a few weeks just to get the confirmation emails . . .

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Re: US UW upgrade

Posted by o_rob - 2005/06/22 16:52

aom wrote:

as I have a gig at the end of next month. . . .

I wouldn't send it off then...wait until after the gig. Besides, I'm sure you'll want to spend more time programming your set as the gig approaches...not the ideal time to learn new tricks. As much as I want the UW upgrade, I don't think it will affect the quality of your performance from the audience's perspective to that great of an extent after having only a couple weeks to practice with the UW features. Just a thought...from experience -

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Re: US UW upgrade

Posted by aom - 2005/06/22 17:44

^^Yeah, I may end up holding off. However, I've already paid for the upgrade, do you think Elektron will mind me holding off for another month? They're so busy right now, they might not mind; will have to ask . . .

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Re: US UW upgrade

Posted by o_rob - 2005/06/22 19:34

I'd say they've got their \$\$, so whenever you can part with it depends on you. Either way, I'm still jealous!

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