

# Kramer Frequently Asked Questions



HDTVSupply.com & Kramer have had a relationship for a long time. We are a Authorized Reseller Dealer & have a contract with Kramer to sell and support their complete product line.

Our partnership started when HDTV Supply went looking for a company that could supply unique products, provide flawless support and had fair pricing. Kramer was the first company that met out strict demands and they were the first we developed a relationship with.

## **Reasons To Buy This Kramer Product From HDTVSupply.com:**

1. Our partnership with Kramer gives you a Kramer warranty when you buy from us
2. Our partnership with Kramer gives you FREE HDTV Supply U.S. based Live Telephone Lifetime Tech support
3. HDTV Supply has a dedicated TEXT support line at 805-409-0208 to support you
4. HDTV Supply has a dedicated Product Manager for Kramer products to assist with any special needs
5. We sell extra remote controls for all Kramer products
6. All Kramer remote controls are full size
7. Many times we will list lower cost Closeout Kramer products at our site
8. All Kramer products are in stock and ship the same week day if the order comes in by 12PM PST
9. You can buy Kramer products from us with most any credit card, your Amazon account and PayPal
10. HDTV Supply has many videos to show the features of Kramer products
11. You will find all Kramer User Manuals and other manuals at our site
12. From time-to-time HDTV Supply runs Factory Authorized sales on Kramer products
13. If there is an Kramer firmware update for your product you will find it at our site
14. Many times we will list lower cost Refurbished Kramer products at our site

15. The below may be available on many Kramer products, just email, TEXT or call us to find out:

1. RS232 Docs
2. GUI software
3. iRule support with LCM products
4. Roomie support with LCM devices
5. Ethernet TCPIP Docs
6. .pdf IR codes
7. HEX IR codes
8. Control4 serial drivers
9. Control4 IR drivers
10. Control4 TCPIP drivers

16. All Kramer products bought from HDTV Supply are brand new and in unopened boxes.

17. All Kramer products bought from HDTV Supply are shipped in double carton boxing.

18. All Kramer products bought from HDTV Supply have full value shipping insurance

19. All Kramer products bought from HDTV Supply have a 30-day No-Hassle returns

20. All Kramer products bought from HDTV Supply can be shipped blind to your customer

21. We have shipped hundreds of Kramer products throughout the world

22. Kramer stocks extra accessories in case you misplace your remote so we can get you a new one

23. HDTV Supply & Kramer pride ourselves on confidentiality so with any personal information that you may share with it us is kept absolutely private.

HDTVSsupply.com is one of the oldest and most trusted Kramer resellers as we support all of their products with telephone, TEXT and email ordering and tech support.