



24 September 2007

# IDEAL INDUSTRIES, Inc.

- ❖ **Service and Repair Pricelist effective 1 October 2007**
- ❖ **Frequently asked questions and answers.**

As part of IDEAL INDUSTRIES Inc.'s ongoing commitment to our tester line and to clarify our various service and repair options, we are publishing our calibration, service, repair, and rental options to the field. These services are in addition to our superior factory and field technical support.

The Service and Repair list is being broadcast to field sales as well as posted on the website. These are product services, not sales, that are charged direct to the tester owner. Some of these prices show an increase but we remain very competitive for comparable services.

As always, with any tester service, an RMA should be issued from San Diego. Provide as much product and service detail as possible. RMA information is posted on the website:  
<http://www.idealindustries.com/support/datacomm/rma.jsp>

## **Note:**

Service and Repair covered under our one or two years warranties (Limited Lifetime for selected products) are at no charge. Calibration is not included under the warranty. Calibrations are recommended once a year.

## **FAQ:**

1. **Is calibration automatically done when a unit is returned to the factory?**  
**Answer:** Calibration is not an automatic service. It is a technical process requiring bench time, manpower and documentation to complete. It is an option when returning a unit for other service. Calibration is a separate charge from these other services.
2. **Is calibration covered under the 2-year warranty?**  
**Answer:** Calibration is a separate service and charge.
3. **If a LANTEK Certifier is returned for repair, warranty or otherwise, does it have to be calibrated?**  
**Answer:** Calibration is a recommended only service. However LANTEK Calibration should be kept within one year current, for traceability reasons

and compliance to ISO9000 standards. LANTEK latest Calibration dates are stored and printed on link-certification reports.

4. **What is the normal turnaround time for repairs and/or calibration?**  
**Answer:** Up to one week is a normal turnaround time. Extended delays will be noted to owner. Turnaround time is defined as the maximum time from customer acceptance and receipt by IDEAL of a signed service and repair quotation from owner.
5. **Will either IDEAL INDUSTRIES, Inc. in Sycamore or San Diego handle these services?**  
**Answer:** All transactions should be handled through San Diego.
6. **Does salesperson or distributor get credit for these transactions?**  
**Answer:** No. Product sales generate sales credit not services. These are service charges and are direct between the owners and IDEAL.
7. **What type of payment is accepted?**  
**Answer:** We have expanded our payment options to include Corporate Amex and other major credit cards.
8. **Will we invoice for service charges?**  
**Answer:** We will set up direct billing for selective pre-approved major corporate or government accounts predetermined by the factory.
9. **Do we check the units after service?**  
**Answer:** We have total incoming and outgoing quality checks for every serviced unit in San Diego.
10. **How will the customer know what the charges are?**  
**Answer:** A quote system has been implemented to expedite turnaround time. Recommendation and cost analysis will be given to the owner BEFORE any services are started. Work will begin only after owner approval or denial of quoted charges has been emailed or faxed back to the factory in San Diego.
11. **How are LANTEK upgrades handled?**  
**Answer:** Part #'s and cost are assigned for each upgrade option. These part #'s are listed in the price book. Upgrades are a service charge and not a product sale.
12. **Do SIGNALTEK and SecuriTEST require calibration?**  
**Answer:** Calibration is only required for LANTEK certification testers. Inspection and repair options are available for SIGNALTEK and SecuriTEST.

**13. Are firmware upgrades automatically done?**

**Answer:** Yes. F/W upgrades are automatically done on LANTEK & SIGNALTEK equipment returned either under warranty and/or for Repair and Calibration.

**14. Is an RMA always required?**

**Answer: Yes,** an RMA is required for all services and returned units. Completed product and requested service detail will facilitate the process.

**15. Is an extended warranty available?**

**Answer:** Yes, on special request.

**16. Are loaner units available while my tester is being serviced?**

**Answer:** No. However loaner units can be arranged at a rental charge, subject to availability from the factory. An alternative is to ask for an annual maintenance and service contract, (CAREPLAN) which includes temporary replacement and annual calibration for equipment covered under such maintenance contract.

**17. Should my tester be registered?**

**Answer:** All LANTEK, FIBERTEK, TRACETEK AND SIGNALTEK units shall be registered with IDEAL. This automatically updates our database with unit serial numbers. The owner will receive automatically email notifications of firmware upgrades and/or critical product announcements.

**18. What if I need replacement batteries, power cords or other accessories?**

**Answer:** Many accessories are listed in our catalog to be ordered through distribution. Contact the factory or local IDEAL representative for assistance.

**19. Do I just ship the tester when returning it to the factory?**

**Answer:** The entire kit or package including all accessories should be returned in a protective outer box. All components will be checked after arrival in the factory. Worn out accessories from wear and tear will be recommended to be replaced. The Calibration and Repair quotation to the owner will specify such accessories and their replacement cost in detail.

**20. When is factory and tech support available?**

**Answer:** 7am to 7pm Central time.

Sycamore: (800) 435 0705

San Diego: (800) 854 2708

