

## Service Policy of GSP-810

### I. GWInstek Responsibility:

One Year Warranty, Provide Service Manual, Keep Relevant RF Modules Stock (Min. Five Per Modules), Provide Assistant of Service Technical Consultant

### II. Distributor Responsibility:

Level Two service Capability and Service Facility and One GSP-810 for back-up purpose.

### III. Firmware upgrade through website:

GWInstek will continue its after sales support through its website. The new version firmware and PC software will be posted for free download

Note: If you need REMOTE CONTROL SOFTWARE on our website, please inform us before the shipment, and it is chargeable.

### Service Capability Set-Up at Different Service Level:

Service Level	Level One	Level Two	Level Three
<b>Service Content</b>	General Repair <ul style="list-style-type: none"> <li>● Display</li> <li>● HV &amp; Power Supply Module</li> <li>● Non-RF Relevant Circuit</li> </ul>	RF Board Level <ul style="list-style-type: none"> <li>● Board Swapping</li> <li>● Specification Verification and Front Panel Adjustment</li> </ul>	Component Level of RF Module <ul style="list-style-type: none"> <li>● Component Replacement</li> <li>● Specification Verification and Adjustment of RF Module</li> </ul>
<b>Service Experience</b>	Trouble-Shooting Experience	Experience to Repair the T&M Instrument and RF experience	Experience to Repair RF/Microwave T&M Instrument
<b>Service Facility</b>	<ul style="list-style-type: none"> <li>● Oscilloscope/DMM</li> </ul>	<ul style="list-style-type: none"> <li>● HP-8648C (3.2GHz Signal Generator)*1</li> <li>● E-4418B (EPM Series Power Meter)*1</li> <li>● 8482A(Power Sensor 4.2GHz)</li> <li>● SMA to N Adaptor</li> <li>● RF Cable with SMA/MCX connector</li> </ul>	<ul style="list-style-type: none"> <li>● HP-8648C (3.2GHz Signal Generator)*1</li> <li>● E-4418B (EPM Series Power Meter)*1</li> <li>● 8482A(Power Sensor 4.2Ghz)*1</li> <li>● E-4408B (26.5GHz Spectrum Analyzer) Or 6.4GHz Equivalent Spectrum Analyzer</li> <li>● SMA to N Adaptor</li> <li>● RF Cable with SMA and MCX Connector</li> </ul>
<b>Service Module Part,</b>	GSP-810 (back-up purpose)	<ul style="list-style-type: none"> <li>● GSP-810 (back-up purpose)</li> <li>● 13SP-8100010 ( HV &amp; POWER Module) *1</li> <li>● 13SP-8100020 (KEYBOARD &amp; DISPLAY Module) *1</li> <li>● 13SP-8100031 (Digital Signal RF Module) *1</li> <li>● 13SP-8100041 (Digital Signal IF Module) *1</li> </ul>	<ul style="list-style-type: none"> <li>● GSP-810 (back-up purpose)</li> <li>● 13SP-8100010 ( HV &amp; POWER Module) *1</li> <li>● 13SP-8100020 (KEYBOARD &amp; DISPLAY Module) *1</li> <li>● 13SP-8100031 (Digital Signal RF Module) *1</li> <li>● 13SP-8100041 (Digital Signal IF Module) *1</li> </ul> Identify the faulty components on the above modules
<b>Service Document</b>	None	GSP-810 Service Manual (Level 2) Available Date: <ul style="list-style-type: none"> <li>● Final Version 2002(May)</li> </ul>	GSP-810 Service Manual(Level 3) Available Date: <ul style="list-style-type: none"> <li>● Final Version2002(May)</li> </ul>

Remark:

#### 1: Level Two Service :

Distributor only needs to equip with the required equipments, follow the instruction in service manual to replace the module. Then it can do the specification verification and adjustment through the front panel operation of GSP-810

**2: Recommended Service Instruments :**

It is not necessary to have instrument as same as what we recommend but it is necessary to have equivalent performance as recommended instrument.

**3:Distributor is not allowed to do Level Three Service :**

Unless the distributor gets the approval from GWInstek Service Center. In case Distributor can not fulfill the Level Two Service, Distributor is obligated to pay for the cost occurred.