

LitePoint Service

Calibration

LitePoint Services

LitePoint is committed to providing unsurpassed service to its global customers. Built upon world-class expertise in wireless testing, our state-of-the-art service system enables a proactive approach in achieving fast response times.

- **Worldwide Service** – Extensive network of service locations in the Americas, China, Taiwan, Japan, Korea, Europe and the Middle East, plus strong distributor service partnerships.
- **Fast Turnaround** – LitePoint has some of the fastest repair and calibration turnaround times in the industry.
- **Advanced Systems** – Issues are proactively addressed before problems arise by analyzing the repair and calibration history of every tester we produce.
- **Service Portal** – Direct online access to enter and monitor system support and hardware service requests provides the fastest response.

Calibration & Certification Services

Calibration and Certification Process

Over time, instruments gradually become affected by use, thermal cycling, and other environmental changes, which cause the accuracy to drift. LitePoint testers, however, contain technology that continually checks compensation parameters and readjusts automatically. To ensure these compensation tables consistently perform at the highest possible level, we recommend scheduled calibration services by our skilled service technicians.

- **Calibration** – We recommend a Service Center calibration to update the compensation tables at recommended intervals for the specific tester.
- **Certification** – After calibration, LitePoint performs a secondary check with separate equipment to certify that the instrument is within specification.
- **Preventative Maintenance** – During calibration, LitePoint also performs preventative maintenance on your tester, such as cleaning and battery replacement when needed.
- **Software Patches** – LitePoint checks all systems for required software patches, and often installs these patches as part of the repair.

LitePoint Calibration Features

An inaccurate tester can pass an entire production run of faulty devices, which can significantly damage a manufacturer's reputation. LitePoint calibration ensures your testers' accuracy and consistency and provides confidence when testing many radio frequency (RF) technologies across multiple locations.

- **Greater Consistency** – LitePoint's inherent product expertise ensures our state-of-the-art automated calibration equipment delivers consistency to your testers; our skilled service technicians are trained in best-practice calibration techniques.
- **Certification Report and Label** – The LitePoint certification label guarantees that the calibration has been double checked to be within spec, identifies the calibration equipment used and shows when the next cal is needed.
- **Backup of Compensation Tables** – After each calibration, LitePoint retains a backup of the compensation tables. Should your tester's internal storage fail, LitePoint can simply swap it without having to perform another calibration.
- **Rapid Turnaround Time** – LitePoint completes most calibrations in five business days. To help you avoid critical downtime, we offer one to six month tester rentals.

Calibration Options

- **Prepaid Calibrations** – By combining low cost Pre-paid Calibrations with an Extended Warranty service, you receive comprehensive coverage that provides all of the service and calibrations your equipment will need—without creating separate P.O.s every time. This combination also is available at significant savings over an annual renewal.
- **Printed Reports** – In addition to an electronic version of the Certification Report, for a fee LitePoint offers a more comprehensive report.
- **Onsite Calibration** – To minimize disruption in your production line, LitePoint provides onsite service for customers who have at least 20 testers. A specific, per-tester fee applies to companies in countries where one of our Service Centers is located; for others, LitePoint can quote a price for onsite calibration.
- **ISO17025 Certification** – ISO17025 certification is an option for several of our products.

To learn more about LitePoint Calibration services, go to LitePoint.com/Support where you can submit a hardware service request or question through our portal.



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