

LitePoint Service

Repair and Warranty

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 location in the Americas, China, Taiwan, Japan, Korea, Europe and the Middle East, along with 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 most efficient response.

Repair and Warranty Services

Basic Repair Services

Trust the repair of your tester to those who know it best. Because our experienced engineers already know the latest specifications, recommended parts, calibrations, and software patches for each tester we make, we can provide fast, high-quality repairs. The complex and sensitive instrumentation involved with LitePoint tester repair requires that most work be conducted at one of our Service Centers within our extensive global network.

- **Fixed Price Repair Process** – To minimize repair times, every product has a simple fixed repair price. Once we receive your purchase order and tester, we typically repair and ship your tester back in 10 business days.
- **Software Patches** – LitePoint checks all systems for required software patches, and often installs these patches as part of the repair.
- **Parts Access** – High-quality radio frequency components are key to tester performance, and LitePoint has exclusive, fast access to high-grade replacement parts.

Repair Options

- **Service Rentals** – To avoid critical down-time, we offer one to six month tester rentals.

Warranty and Extended Warranty

LitePoint offers a standard one-year warranty with all of our new equipment, and continued coverage is available for up to five years with an Extended Warranty.

- **Expedited Service**
 - Warranty and Extended Warranty customers receive priority service treatment.
 - Extended Warranties avoid the delays associated with Purchase Orders (P.O.s) and therefore makes a huge difference in your tester's uptime.
- **Service Not Covered** – If your system has suffered from damage or abuse, the repair will be charged as a Fixed Price Repair.

Warranty Options

- **Multi-year Savings** – Extended Warranty service is available at significant savings over annual renewal.
- **Pre-paid 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.

Benefits Include:

- Identifying all costs up front.
- Streamlining the approval process for expenditures.
- Additional discounts.

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

