

Service Guidelines for Gigahertz Measurement Equipment

Within the period of warranty (2 years from date of purchase) ...

- ... material and production defects are naturally repaired free of charge.
Examples: the connector of the antenna cable has torn off, loose contact, malfunction of the display, etc.
- ... repairs of damages obviously caused by negligence are at the customer's expense (please see price list below)
Examples: HF-antenna broken, magnetic field sensor broken, total loss (e.g. by water damage)
- ... a qualitative test required by the customer is at the customer's expense
(e.g. if a fault diagnosis by telephone shows no apparent indication of malfunction, please see price list below)

Wednesday is Maintenance Day

All meters received by then will be checked through and repaired within the scope of a qualitative test or a general overhaul.

Always include your antenna!

Overview of the flat fees for service

For the sake of transparency for our customers before authorizing any repair works, we have fixed flat fees for the often very time consuming fault diagnostics, cost estimation for repair works and functional tests, as a cost sharing solution for our average repair costs. **For details please see next page.**

	Up to 5 years from date of purchase		More than 5 years old	
	Qualitative Functional Test or Cost Estimate (Small repair works included)	General Overhaul (Price also includes functional test / cost estimate)	Qualitative Functional Test or Cost Estimate (Small repair works included)	General Overhaul (ONLY after functional test AND APPROVAL by Gigahertz)
Testing the LogPer-antenna is included in the fixed flat fee for the analyser. An additional flat fee is due for testing UBB ("HF non-professional"). HV, DB and HP are proverbially „indestructible“.				
1. ME3030B, ME3830B, ME3840B Replacement antenna cable ¹ (UBB27 and LogPer)	22.50 € / 18.91 €	45.00 € / 37.82 €	45.00 € / 37.82 €	90.00 € / 75.63 €
2. HF32D, HF35C, UBB (no G.O. for UBB) Replacement cable ES-NFA, MS-NFA ² Replacement spacer ES-NFA ²	32.50 € / 27.31 €	65.00 € / 54.62 €	65.00 € / 54.62 €	130.00 € / 109.24€
3. ME38/3951A, HFE35C/, HFW35C, HF38B ES-NFA, MS-NFA ² (replacement/calibration of detector)	47.50 € / 39.92 €	95 € / 79.83 €	95 € / 79.83 €	190 € / 159.66 €
4. NFA1000/400/30M, HF58B(-r), HF59B, HFW59D, FF10, FF6E (for FF6e no G.O.) Replacement housing (NFA400, NFA1000)	67.50 € / 56.72 €	135.00 € / 113.45 €	135.00 € / 113.45 €	270.00 € / 226.89 €

Prices incl. 19% VAT. / Prices excl. VAT. (plus freight and, if applicable, expensive spare parts)

1) charged as "Small repair work" (HF32D/HF35C: only available from antennas with serial number 053030030179 and higher)

2) ES-NFA and MS-NFA require an extra 2 to 3 weeks.

No Repair / General Overhaul possible for: FF6E, HV, DG, HP, HFW-antenna and cable, broken resonator UBB and LogPer

What is the Qualitative Test composed of?

The qualitative test comprises a **visual inspection** and a **performance check based on experiences** (which to a large degree corresponds to the manufacturing end test), as well as **minor repair works** (such as: silicone spray in the switches, battery voltage monitoring, battery exchange if necessary, new antenna cable for the HF meters if necessary, replacement of the NFA1000/400 display foil etc.).

Expensive spare parts, such as battery packs, new housings or antennas, should they be necessary / asked-for by the customer are subject to a separate fee.

We guarantee for the elaborateness of the qualitative test but as this is a snapshot we cannot take warranty for all longer period of time.

Why is there a fee for the Repair Cost Estimate or even when no malfunction is found in the Functional Test?

This is because verifying the performance of a meter sent in, or – if so – finding the cause of an error is in most cases more consuming than the actual repair works themselves. The calculation of the above mentioned flat fees is based on our average effort, and the fees are charged regardless of the result.

Possible results of the Repair Cost Estimate:

Quotation for a general overhaul to the a. m. prices (qualitative test included), taking into account possible costs for spare parts.

Individual quotation in the case of larger damages, obviously **caused by the user**. (Exception: UBB27 with a broken resonator – repair not possible)

Return without processing in the case of meters sent in without prior notice and in the case of refusal of cost absorption.

Rejection of general overhaul / repair works from our side, if the effort for diagnosis and repair cannot be previously delimited or is too high. The older the device, the more often this is the case. Although devices usually work well beyond the 10 years, if they don't, the repair is usually no longer worthwhile.

- Main reasons for this: first, the aging of components and the PCB itself (e.g. due to reduced insulation resistance due to environmental influences) and second, the familiarization with the old circuit diagrams (because of the multitude of interim revisions).
- If the meter sent in is younger than 10 years (proof of purchase required), we can offer a new meter with a 20% discount on the current list price.

Explanations to the General Overhaul

The general overhaul comprises the inspection, the fault diagnosis, and the repair works of the meter as well as the adjustment to factory settings. **For meters of an age exceeding five years a general overhaul is ALWAYS subject to a prior qualitative test and cost estimate by our technical staff.**

- Expensive spare parts, such as antennas, new housings or battery packs, are subject to a separate fee.
- There is a **one year warranty** on the meters after a general overhaul.

Spare Part Price List (Euro)

Code	Item	net	incl.
BAT0010	Rechargeable Battery Pack NFA (2 x 3.7 V, Lithium Ion)	41,60	49,50
BAT0007	Rechargeable Battery Pack (9.6V, Ni-MH)	28,40	33,80
BAT0006	9V Battery, non-rechargeable	4,16	4,95
BAT0001	9V Rechargeable Battery (8.4V nominal, Ni-MH)	8,15	9,70
NTL0007	AC adaptor 15V/1A EURO (recommended for HF Analysers!)	14,75	17,55
NTL0006	AC adaptor 12V/400mA EURO	12,10	14,40
NTL0003	AC adaptor 12V/100mA GB	8,15	9,70
S-PM4s	Tightening screw for PM5s	10,00	11,90
ERDK2	Grounding cable for ME3851A, ME3951A	9,75	11,60
ERDK	Grounding cable for ME3030B, ME3830B, ME3840B	4,45	5,30
KAB USB	USB Cable for the NFA series	5,84	6,95
KAB0053	Connecting Cable HF-Analyser to NFA	8,36	9,95
MZU0076	Mounting aid for SMA-plug	2,48	2,95
UBB_UK	UBB27 Antenna upgrade kit	28,40	33,80
LAT30LE	Log-per antenna HFE35C (LPE30)	175,00	208,25
LAT30	Log-per antenna HF32D / HF35C (LP30)	88,40	105,20
LAT2406	Log-per antenna HFW35C	175,00	208,25
LAT2410	Log-per antenna HFW59D	195,00	232,05
LSK733	700MHz Log-per antenna HF59B	290,00	345,10
LS733	700MHz Log-per antenna for HF38B	145,00	172,55
K7	Plastic Transport Case	80,25	95,50
K5	Plastic transport case	21,60	25,70
K2	Plastic Transport Case	36,30	43,20
SK2	Control lamp (Ultima)	7,86	9,35
SK1	System Control Lamp (NAcomfort)	10,50	12,50
GL	Base load element	6,90	8,21
X25	Line filter 4,7uF	13,70	16,30
X21	Line filter 1uF	7,52	8,95