

Advantest (Singapore) Pte Ltd

6 Serangoon North Avenue 5 #06-03. Singapore 554910.
Tel: 6752 5990 Fax: 6752 3910
Service Hotline (within office hour): 6752 5990 (Ext. 739)
Service Quotation: tmce@sg.advantest.com

Service's Terms & Conditions

**All goods and services are subject to ADVANTEST terms and conditions of Sales and Service.
All orders are subject to acceptance by ADVANTEST Singapore Pte Ltd.**

Validity This Service Quotation is valid for a period of **30 days** from the date quoted.

Service Warranty

Warranty after repair service will be **90 days** from delivery. Defective equipment must be returned to ADVANTEST within this period. Warranty do not apply to defects resulting from,

- improper or inadequate maintenance by customer.
- customer or third party supplier software interfacing or supplies.
- unauthorised modification, repair, improper use or operation outside of the specifications for the product.
- abuse, negligence, accident, loss or damaged in transit.

For calibration services, all data are taken at the time of measurement. ADVANTEST does not cover any hardware, intermittent or drift problem detected after calibration.

This warranty is not applicable for products have been discontinued and reached of End of Support/EOS life span.

Standard Calibration

It includes performance verification tests based on available ADVANTEST specified performance procedures or internal approved procedures. The optimal adjustment can be performed if equipment is found out of published specifications.

The calibration certificate, test data report and calibration label will be issued for each Standard calibration. As Found and As Left test data reports will be provided for equipment needs adjustment.

In the event of instrument unit requiring repair and customer reject repair or conditional cal, a handling fee of SGD100 applies.

Repair Price

Repair price for defective equipment will be quoted based on symptoms reported by the customer. If, after an initial review of equipment by service engineers, the equipment has multiple faults, a revised quotation may be prepared.

We would advise customer to send in the defective equipments to ASP for evaluation before requesting an official quotation.

For EOS products, the repair will be based on best-effort basis, as spare parts are limited.

Should the repair quotation rejected or repair order cancelled during or after the initial evaluation, the minimum S\$370 (in Singapore) evaluation/cancellation charges may be imposed. If equipment needs to be sent to Japan for evaluation, an additional of freight/handling/tax costs will be imposed on top of the standard evaluation price.

Turn-around-time

For calibration service, typically 5 working days and 2-3 weeks for oversea calibration service in ATJ, upon receipt of Purchase Order.

For repair service, typically 10 working days and 3-4 weeks for oversea repair service in ATJ, upon receipt of Purchase Order.

Pickup/Delivery

ADVANTEST will use our nominated couriers to pickup and delivery (Singapore) of equipment unless stated. Should a courier is appointed by customer, ADVANTEST will not accept the charges incurred. All local/oversea courier charges will be covered in service invoice / quotation.

Freight & Misc

For overseas service performed in ADVANTEST Corporation, additional shipping cost and customs/handling charges will be cover in service invoice / quotation.

Arrangement for pickup and delivery will be done during ADVANTEST office hours from Monday – Friday 9.00 am – 5.00 pm. Lunch Time: 12.30pm – 1.30pm

Please proceed to the cargo lift E - K for pickup and delivery service.

**Notes: For Non-Advantest products, please feel free to contact us for calibration services (mainly digital multimeter, spectrum analyzer and network analyzer)*