

Repair services are generally handled separately from normal production and calibration efforts the factory performs. Once the equipment is received, the problem is diagnosed and the repair path is determined. Depending on the repair, verification may require a simple functional check or necessitate more extensive procedures such as burn-in or a full calibration of the equipment. Generally, testing of the repair is performed to include and exceed the scope of the repair to ensure that the equipment is returned in full working order. An Equipment Service Report is completed for all repairs and outlines the problem and the steps taken to bring the equipment to full compliance.

Is calibration included in a repair?

Calibration services and repair services are typically priced and performed as separate procedures. Repaired equipment does not automatically receive a full factory calibration. In fact, most repairs do not affect the actual signal measurement circuits at all. Only the appropriate functional tests are performed to verify the efficacy of the repair work. Should the repair affect calibrated circuitry, a partial or full recalibration may be performed if necessary and noted on the Equipment Service Report. Any partial or full recalibration at the time of a repair is not intended to extend an existing calibration or substitute for a full factory calibration; it is performed only to verify the full functionality of the equipment and ensure compliance with any existing, in-force calibration (i.e., full factory calibration service that has been performed in the last 12 months).

Is my repair covered under warranty?

Realistically, it is not possible to determine whether or not a repair is covered under warranty until the equipment has been diagnosed. Our troubleshooting engineers have an extensive understanding of the cause and effect of nearly all problems encountered. After diagnosis, using background information provided by the user and DTS support personnel, a determination is made as to whether the repair should be covered under warranty. Customer Service will then contact the customer with information on the expected ship date (repair covered under warranty) or a quote for the repair services.

While many DTS products are warranted "against defects in materials and workmanship under normal use and proper maintenance for a period of one (1) year," the user is still expected to use the equipment properly and within specifications. DTS is under no obligation to repair and cover under warranty any damage caused by the user.

How do I get my equipment repaired?

Contact our Technical Support department and they will help you determine whether your equipment needs repair. Should it need to be returned, our Customer Service department (customerservice@dtsweb.com) will contact you with an RMA number and information about where and how to ship your equipment back to the factory. When the equipment has been diagnosed and a repair path determined, you will be contacted

Repair Service

with a quote prior to actual completion of the work. Once authorization to proceed is received, we will be able to provide an expected ship date. (This procedure may vary slightly for customers with service contracts.) Please contact Customer Service if you have any questions about the procedure or the status of your equipment at any time during the repair process.