

HOW TO GET YOUR CMT INSTRUMENT REPAIRED

IF YOU THINK YOUR INSTRUMENT IS IN NEED OF REPAIR, PLEASE CONTACT CMT SERVICE TEAM BY FILLING OUT THIS FORM (<https://copper-mountain-technologies.odoo.com/repair-request-form>) OR EMAIL service@coppermountaintech.com

Here's what will happen next:

1. Remote Diagnosis and RMA

First, we'll work on diagnosing the problem remotely. We'll send you a state file requesting screenshots of the faulty measurement(s), and if screenshots confirm that the instrument is damaged, we'll issue an RMA. Please ship the instrument in its original packaging to protect it.

2. Need an instrument to keep working?

Let us know and we'll rush a comparable instrument to you. This is free for warranty repairs or we'll add the rental fee to your invoice for non-warranty repairs.

RMAs are used for tracking, quotes, and invoices. The RMA is essentially a "contract" between you and CMT.

3. Communication and Tracking

Your RMA is sent from Helpdesk in Copper Mountain Technologies Odoo ERP system. All communications with the service team are kept in this system, where repairs are tracked from start to finish.

4. On-site Diagnosis

We will diagnose the instrument and determine if the repair is covered by warranty, then we'll send you a repair quotation that includes the diagnosis findings. If the repair is under warranty, we'll ask for your permission to perform the repair at no charge. If the repair isn't under warranty, we will wait for you to provide a PO or pay by Credit Card.

5. Fees

There is no diagnosis fee associated with in-warranty instruments. For out-of-warranty instruments or damage not covered by warranty there is a diagnosis fee (\$95.00 USD). This diagnosis fee will be waived if you agree to have the instrument repaired and pay for the repair. You will only be charged this fee if you refuse to pay for out-of-warranty repair.

Example RMA Message:

Hello,

I am so sorry for the problems you're having with your instrument. Looks like it will need to come back to us for diagnosis. Please ship the unit to this address:

Attn: RMA (number)
Copper Mountain Technologies
631 East New York Street
Indianapolis, Indiana - 46202
USA

Meanwhile, we can provide you a loaner while your unit is being serviced. If you give me your full shipping & return address, we can ship the loaner unit right away.

Once again I apologize for the inconvenience this has caused.

Kind regards,

All communication sent/received via Odoo ERP Helpdesk ticket might have several followers included. You are the only person receiving this message, it may in fact go to many recipients. Please be mindful of the message content.

(Ticket ID: 7724)



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Out of warranty repairs fees include Parts + Labor with a recommended Factory Adjustment (for RF path repairs). In warranty repairs are performed at **no charge**.

In the worst-case scenario, repair may not be possible with a single board instrument. In this case you will be offered a full replacement at 50% of new unit price.

Shipping charges for out of warranty repairs are your responsibility, while CMT covers shipping charges for in-warranty repairs.

6. Repair

Once you have agreed to the repairs, the instrument will be repaired and put through performance testing to determine accuracy. We are a manufacturer of test equipment, so all repairs **must** pass the performance test before they leave. The results of the performance test are documented and saved on the serial number of every instrument we repair.

Every repair will leave with the following documentation:

- Factory Calibration Certificate (if Factory adjustment was performed)
- ERO (Electronic Repair Order)
- Quality Statement
- Cover Sheet

Once the repair has been completed and documented the unit will be shipped back to you.