

HOW TO GET YOUR CMT INSTRUMENT CALIBRATED

IF YOU WANT TO SEND YOUR INSTRUMENT FOR CALIBRATION (ANNUAL VERIFICATION), PLEASE EMAIL service@coppermountaintech.com OR CONTACT CMT SERVICE TEAM BY FILLING OUT THIS FORM (<https://copper-mountain-technologies.odoo.com/calibration-and-repair-request-form>).

Here's what will happen next:

1. Receiving an RMA

The service team will issue an RMA for calibration from Helpdesk in Copper Mountain Technologies Odoo ERP system. Please ship the instrument in its original packaging to protect it and include the RMA number.

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

2. Communication and Tracking

All communications with the service team are kept in the Odoo ERP system. Service team will create a new ERO (Electronic Repair Order) for each instrument that arrives at CMT. This ERO is the living repair document for the instrument while it is in CMT Service lab. Any findings, or actions performed will be documented on the ERO.

3. Calibration

Once the unit and payment for calibration have been received, we'll put the instrument through a performance test. If the instrument passes, the calibration certificate and documentation will be completed, and the instrument will be shipped back to you.

In the event of a calibration failure, you will receive an Out of Tolerance Report (OOT) with information about the failed parameter, and we'll ask your permission to diagnose this failure.

Examples of calibration failures are:

- Power accuracy failure
- Visual inspection failure
- Pin depth measurement failure
- Receiver noise floor failure

4. Diagnosis

In the event of a calibration failure, we'll 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 will ask for your permission to repair the device 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. Repair and Re-calibration

Once you have agreed to the repairs, the instrument will be repaired and put through performance testing again to determine accuracy. Performance test results are documented and saved on the serial number of every instrument.

Every Calibration will leave with the following documentation:

- Calibration Certificate
- Cover Sheet

If the instrument fails performance test the customer will receive the following documentation:

- OOT
- Calibration Certificate
- ERO
- Quality Statement
- Report Cover

Once the repair and calibration are completed and documented the unit will be shipped back.

6. Fees

Calibration fees for different instruments are published on the Copper Mountain Technologies website at <https://coppermountaintech.com/annual-calibration/>.

If repairs are required, out of warranty repairs fees include Parts + Labor with a recommended Factory Adjustments (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 are your responsibility, however if the instrument requires in-warranty repair prior to passing performance test CMT covers shipping charges for shipping the instrument back to you.