

## LeCroy Service Contracts

Dear Customers,

LeCroy has maintained a long-standing relationship with its customers for high quality service and long-term support. Sustaining these standards is our highest priority. As part of our ongoing effort to achieve full customer satisfaction, LeCroy is offering various services ranging from a maintenance contract to an extension of warranty on your LeCroy oscilloscopes.

Our Central European Service Center, located in Geneva, Switzerland, provides a highly competitive service facility, offering fast turn around time and access to highly skilled technicians, all at a cost effective price. Our service engineers receive continuous training on LeCroy high technology products to provide best quality service and to give full technical assistance whenever needed. Our Service Center has direct access to LeCroy's Product Design Engineers and is firsthand informed of all product changes and enhancements.

The expertise and enthusiasm of our service staff ensure that your LeCroy instruments will be serviced and maintained with the highest service standards.

We are pleased to inform you that we have further improved our service offerings to provide to you even better value and greater peace of mind. For more details please contact our Service Center or your local LeCroy Subsidiary.

## LeCroy Extended Warranty Contracts

### *Annual Factory Calibration & FREE Repair*

- **T5 Service Contract: LeCroy Extension of Warranty and Annual Factory Calibration**
  - 5 Years FREE Repair, Annual Certified Factory Calibration, Shipment Cost
  - Maximize the performance of your LeCroy instrument for its entire lifecycle through regular maintenance, automatic updates, and latest software updates.
  - Factory calibration traceability to National Standards (METAS, NIST) with unique LeCroy calibration software.
- Lock the cost of maintenance for a defined period at time of product purchase for predictable and reduced cost of ownership without budgetary surprises.
- Guaranteed in-house turnaround time of 5 calendar days to minimize instrument downtime. No purchase order needed for future repair and calibration.
- Highly experienced service department with strict quality procedures, ISO9001-2000 registered.
- Full online support. Speak directly to our customer service representatives or to our highly skilled service engineers.
- Pick-up logistics takes care of your instrument, no charge for pre-paid shipments.\* Our CSR's provide help on administration and documents to and from LeCroy service center.



## Factory Calibration

Our service department, certified to ISO9001-2000 standards, is set up to implement all levels of re-calibration of LeCroy products for a standard price. As the original manufacturer, LeCroy factory calibration assures peak oscilloscope performance. Because of our exacting test/calibration procedures, your scope will always make precise, error-free measurements.

We recommend yearly calibration of scopes to maintain the original high performance levels of these instruments. Your scope will be rigorously tested and re-calibrated by one of the most exact service departments in the industry. In addition to testing for the usual bandwidth, DC accuracy and time base, our calibration service also checks for flatness, linearity, overload time, variable gain, noise, dynamic accuracy (sine fits), trigger, rise time, overshoot and more.



With our unique LeCroy factory calibration program, the latest parameters and values are stored in the memory of the instrument, then used by the oscilloscope firmware as a correction table for further compensations. This is a complex calibration feature that only the LeCroy procedure provides. These high standards and further techniques developed by LeCroy are applied equally to all LeCroy products.

When calibrating any LeCroy instrument, we provide copy of test data with limits, measurement results, a certificate traceable to National Standards (METAS or NIST) showing which instruments were used to perform the calibration, a sticker on the instrument stating the next calibration date and a free firmware update subject to availability at time of calibration.

We sincerely appreciate your interest in our services and thank you for using our products.

Please feel free to contact us for more information.

Sincerely yours,

A handwritten signature in blue ink that reads "Seignobosc".

Christian Seignobosc  
LeCroy Service Manager Europe  
Quality and Metrology

## Contact LeCroy:

### European Service Center:

Tel: +41-22-719 2323  
Fax: +41-22 719 2299

### Local LeCroy Offices:

#### Germany

Tel: 06221-82700  
Fax: 06221-834655

#### Switzerland

Tel: 022-719 2111  
Fax: 022-719 2230

#### France

Tel: 01-691883 20  
Fax: 01-69xxx

#### Italy

Tel: 041-599 7000  
Fax: 041-4569542

#### United Kingdom

Tel: 01235-533 114  
Fax: 01235-528796

#### Other regions:

Tel: +41-22-719 2210  
Fax: +41-22 719 2230

