

Standard Warranty Services



Standard Product Warranty

To safeguard mission-critical test programs, you must buy products that you can depend on. At MI Technologies, we are so confident in the quality and reliability of our products that we provide a standard product warranty that reduces our customers' exposure.

Field Service Calls

Our expert field service professionals are available to assist with any maintenance issue, installation, and on-site technical assistance. You may want to schedule a technician as on-site backup for an important test. In some cases, it may be more efficient or cost-effective for you to return equipment to our facility for service. A Customer Support representative will work with you to determine the best option for you, along with providing shipping instructions.

Spare Parts

To minimize our customer's downtime, each Customer Support location maintains an inventory of replacement parts for current products. Our global coverage ensures that technicians and maintenance personnel have access to the parts they need to make repairs quickly. Ordering parts from MI Technologies provides a single source of supply and the assurance of part compatibility and quality. For customers who stock spares and perform their own maintenance and repairs, we offer board and module exchange on some products.

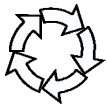
Third-Party Service

If your range instrumentation includes third-party equipment, we may be able to offer calibration and repair service on the other manufacturer's products.



Standard Warranty Features & Benefits:

- Covers new hardware, software, components, subassemblies and refurbished equipment and services performed
- Provides product repair or replacement protection against defects in materials and workmanship under reasonable and ordinary usage
- Warranty period begins on date item is delivered and extends 12 months for hardware and 90 days for software, parts and services
- May be supplemented with a renewable post-warranty support plan, providing significant advantages in speed of response and regular maintenance



Lifecycle Phases: Pre-purchase - Deployment - Operations

Standard Factory Technical Support

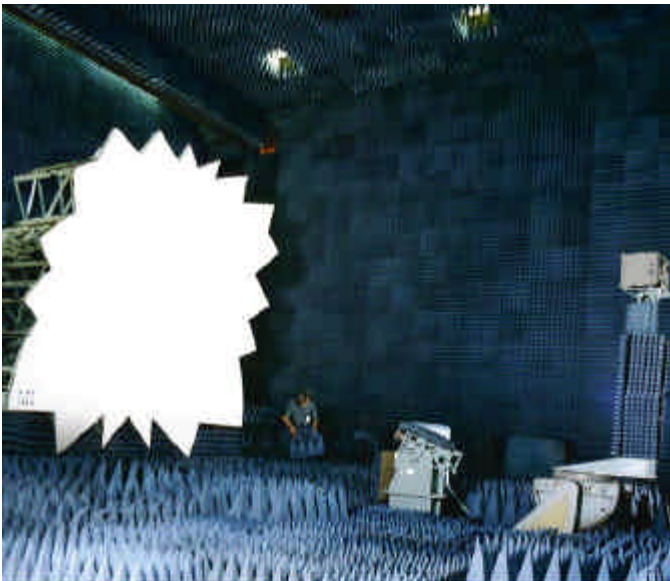
MI Technologies' telephone and internet support options are customized to meet the specific needs of our customers.

We offer a number of factory technical support solutions. On the MI Technologies website we offer no-charge self-help services such as our online database of downloadable technical articles on topics associated with range instrumentation.

We also offer no-charge assisted support options that allow you to work with a MI Technologies' support professional on basic product installation, features and functionality during the standard product warranty period for both hardware and software.

Paid assisted support options, such as our comprehensive post warranty support plans and software maintenance, are available for issues not covered by the standard warranty.

Our centralized Customer Support Center is located at our Atlanta headquarters. You can direct support questions to the Center 24 hours a day via our support e-mail address or through our toll-free phone line 9 a.m. to 5 p.m. Eastern time.



For more information, contact MI Technologies' Customer Support Service Center.

