

# Testifire Exchange™

## A simple support, technology upgrade & service program



A test tool as advanced as Testifire requires an equally advanced support package to offer the ultimate assurance whenever service, calibration or repair is required. Testifire's comprehensive support structure has the following objectives:

- To provide a rapid response in the event of problems experienced with Testifire
- To provide a rapid turnaround - ensuring that Testifire users never have to go longer than absolutely necessary without Testifire
- To provide a fixed price service and calibration facility
- To provide a fixed price repair structure for damaged units which are outside warranty - however bad the problem or damage might be
- To provide cost effective latest product specification and technology upgrades covered by the scheme to current users without the need for them to purchase new units\*

### How it works

Testifire Exchange™ is provided by Testifire Support Centers (TSCs). Initial contact is by telephone or e-mail and, if a unit needs to be returned it is sent to the TSC who will exchange it with a permanent, latest specification exchange unit.

### Specification of Exchange Units

Exchange Units are supplied to the latest specification covered by the scheme. Usually this is latest design and build specification of new units.

### Costs

The service is free of charge for units suffering problems covered by warranty that require exchange units to resolve. Charges apply if a unit is outside warranty or is being returned for service and re-calibration.

### Warranty of Exchange Units

All Exchange Units are 'as new' and enjoy a 3 month warranty. If residual warranty of the original unit is longer than three months the longer period will apply to the Exchange Unit.

### Further information

To locate your nearest Testifire Support Center please visit: [www.testifire.com/support](http://www.testifire.com/support).

\*where that technology upgrade cannot be downloaded by way of software upgrade from [www.testifire.com](http://www.testifire.com)

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