

SIMCO Instrument Repair Services

Frequently Asked Questions

SIMCO provides warranted repair services for a wide range of test and measurement instruments through a worldwide network of laboratories and field service teams.

How does SIMCO manage repairs?

SIMCO can provide a repair service solution for all electrical and mechanical items.

We repair many electrical and mechanical items right at your local SIMCO location. Complex repairs are sent to a SIMCO Repair Center in Santa Clara, CA or Washington D.C. We make every effort to repair equipment in house without needing to send to the OEM. If for some reason we cannot obtain parts, parts are obsolete from the OEM, or parts/labor cost exceeds the OEM's flat rate, we will outsource it to a SIMCO repair partner or the OEM. If repair is not an option, we can assist customers in obtaining a replacement instrument.

What kinds of items can SIMCO repair?

SIMCO provides the broadest repair capabilities in the industry.

Our repair solutions can support most types of scientific measurement, manufacturing, and process equipment through our nationwide network of ISO/IEC 17025 accredited laboratories and qualified repair service partners.

Is there an evaluation fee?

For many common repairs, SIMCO provides an immediate flat rate repair quote to eliminate the need for an evaluation charge. If a flat rate quote is not available for this repair, an evaluation fee of \$125 - \$250 may be required to examine the equipment and provide a repair quote. If the repair quote is approved, the evaluation fee is waived.

How long does it take to get a repair quote?

A flat rate quote is provided immediately over the phone or within 1 to 2 days via email. A quote for a repair that requires an evaluation is provided 6 to 7 days after the unit arrives in the SIMCO repair center.

What is your average turnaround time?

The average completion time for repairs is 10-15 business days for SIMCO performed repairs, dependent on parts availability. This does not include any applicable calibration and shipping time. Repairs sent to one of our qualified repair partners or the OEM are typically completed in 20-30 days.

Does a flat rate quote ever cost more than the flat rate?

Not usually. In rare instances, if the cost of the replacement parts is found to exceed 75% of the flat rate quote, the flat rate repair quote may need to be increased and approved by the customer.

Does an evaluation quote ever cost more than the initial quote?

Not usually. In very rare instances, if the repair turns out to be far more extensive than initially estimated, the repair cost may need increased and approved by the customer.

Do repairs ever cost less than the flat rate or evaluation quotes?

Yes. If the repair turns out to be significantly easier than initially predicted, SIMCO will lower the repair price to reflect the actual lower cost.

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SIMCO

Quality Calibration, Repair, & Software Services

"The Standard for Quality Service"

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SIMCO Instrument Repair FAQ (continued)

How will you notify me of a repair need?

If one of your units fails calibration, your local SIMCO customer service representative will notify you of the failure before your expected calibration delivery day. Most calibration failures will also initiate an Out-Of-Tolerance notification that will automatically be emailed to the customer contact on file at the time of failure.

What is your warranty on repairs?

SIMCO's repair warranty is 90 days from the date of repair. This warranty only covers issues that were addressed in the previous repair, not repair for a new problem.

What about counterfeit parts?

SIMCO has an extensive counterfeit electronic parts mitigation program encompassing Avoidance, Detection, Mitigation, and Disposition. The program is designed to comply with SAE AS5553 and DOD directives. SIMCO reports any confirmed counterfeit parts to the Government-Industry Data Exchange Program (GIDEP).

Is limited calibration an option?

Yes, a limited calibration is determined by the quality management system of the customer. SIMCO highly recommends that all equipment be returned to full functionality and specifications.

What if I have more questions?

For more questions, please contact your SIMCO representative, call +1-866-299-6029, or email info@simco.com. We look forward to serving your instrument repair needs!