

Arun Microelectronics Ltd

Non-warranty Repairs of PGC1, PGC2 , PGC2D and NGC2

Procedures and Charges for End-Users

Charges

The standard repair charges are £250 Sterling. Return carriage is extra, at cost. We will use your carrier at no cost. Packed instruments weigh 6.5 kilograms.

Procedure

1. Ensure that there is a fault on the AML product. More than 50% of returned products are found to be fully functional. The most common fault on PGCs is due to fan-failure. Instruments manufactured or repaired since 2000 are equipped with a Fan-failure Detector, which causes emission to be inhibited if the fan runs slow or stops.
2. Obtain a return authorisation number and shipping instructions, preferably by fax (+44 (0) 1903 884119) or e-mail to info@arunmicro.com. Quote the type number and serial number of the instrument, embedded program version number and a brief description of the fault. You may receive some advice on fixes to attempt before returning it.
3. Return the instrument without any accessories, leads or manuals, carriage-paid, securely packed and showing the return authorisation number and a description of the fault on a covering note or order. Advice on packing is in the next section.
4. If de-contamination of biological, chemical or radiation hazards has been undertaken a certificate signed by a responsible person must be provided. AML can provide forms for this purpose.
5. Issue a covering order carrying the appropriate standard charge and return carriage, if appropriate.
6. Give the full postal address for return of the repaired Instrument.
7. If we are using your carrier give us a valid account number for the charges.

Payment

AML will raise a prepayment invoice for customers without a pre-existing credit account.

Packing

Good packing is very important, as mechanical damage in transit may cause the instrument to be beyond repair. Mechanical components for obsolete instruments are in short supply and cannot be manufactured in small quantities.

Use AML packing wherever possible. If several instruments are to be returned do not tape their cartons together, as this will decrease the protection of the standard packing: enclose them in an outer carton or ship them separately.

If using alternative packaging protect the corners of the instruments with at least a 10cm layer of air-trap polythene or 6cm of rigid polyether foam and enclose in a double or triple-wall carton. Loose-fill foam plastic alone will not protect the instrument.

Frequently-Asked Questions.

What instruments can be repaired?

PGC1, PGC2, PGC2D, NGC2, SMD2, TSP2 instruments that are less than 15 years old. Serial numbers start with a letter corresponding to the year of manufacture,

Cxxx yyy = 1990

Dxxx yyy = 1991

Exxx yyy = 1992

Fxxx yyy = 1993 and so on.

Instruments with all-number serial numbers were made before 1988 and cannot be repaired.

PGC1 and PGC2 instruments with fans mounted internally (they have serial numbers starting C, D or E) cannot be repaired.

SMD1 cannot be repaired.

What will it cost?

98% of repairs are completed within the standard charge.

What is covered by the standard charge?

Rectification of all common faults and specific faults described by the user's fault description and resulting from use of the product under the specified operating conditions. Updating or replacement of the power supply. Replacement of the fan. Functional and safety check. Re-calibration of the ion gauge electrometer. 3 day soak-test. 3-month warranty on repairs and components used, excluding fans. Re-packing in a new carton, where necessary. LED display elements will only be changed if significant dots are missing.

What is not covered by the standard charge and/or warranty?

Damage caused by electrical discharges, overheating, fire or water. Mechanical damage to the instrument. Cleaning or de-contamination. Repair of unauthorised modifications or rectification of repairs not made by AML. Problems caused by the use of gauges or leads not approved by AML.. Problems caused by replacement (other than by AML) of sub-assemblies which comply with a different specification than those in the instrument at the time it was manufactured. Identification or repair of intermittent or unusual faults which were not in the user's fault description. Identification or repair of faults within the repair-warranty-period that are not related to user's description of the repaired fault. Resolution of interface problems due to user or third-party software. Intensity-matching of LED displays.

What happens if the instrument cannot be repaired within the standard charge?

AML will provide an estimate or advise that the instrument is beyond economic repair. If our repair estimate is greater than the standard charge we will require a new or amended order or will issue a new prepayment invoice. AML reserve the right to declare any instrument beyond economic repair at any time. AML will not normally charge for instruments that cannot be repaired. If an instrument is returned to the customer without charging for a repair then AML reserve the right to remove sub-assemblies which have been fitted.

What happens if there is no fault or a trivial fault, such as a blown fuse or failed fan?

We will complete the calibration, safety and soak test and may reduce the charge.

How long will the repairs take?

Most repairs will be completed within 2-3 working weeks. Delay in providing an order or information or in paying invoices will extend this.

What happens if AML do not receive an adequate order?

AML reserve the right to dispose of instruments returned without a covering order, a return authorisation, disposal instructions or with an unpaid invoice.

Will I get a service report?

Generally not, however, if we detect an application problem or misuse that may have caused the fault we will report this or attach a label to the instrument. Reports are stored by AML in coded form. If you request a service report AML will charge for its production in readable-format.

What will happen to my gauge and trip settings?

In order to fully-test the instrument we may need to alter these. You should record your settings and reset them as required after the instrument is returned to you.

Do I need to return leads and gauges with a controller?

No, it is very risky. BA Gauges are very fragile. These and the leads can be adequately tested with an ohmmeter. BA gauges with leaky feedthroughs or distorted grids should be scrapped. Gauges should not be returned for replacement of filaments, as this is very simple. Pirani gauges are inexpensive and do not justify repair.

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