

Quality

built for a lifetime of high quality performance. plus the industry's only lifetime workmanship complete protection from manufacturing defects unit. With Sencore, you have a full team of test standing by in case your instrument ever needs questions on operation.

Sencore Instrument Has 100% Quality

quality control techniques every step of the way components land on our dock until your unit is We dynamically test integrated circuits,

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the tests is the PC board installed into your unit.

ns carefully calibrate the assembled unit to before it goes through three exhaustive tests. First,



a skilled production tester verifies that every function operates within all published specifications. Each unit that passes this test moves on to a Quality Assurance (QA) tester who retests all functions using different equipment and different procedures than used by the Production tester.

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before aging) to be sure nothing changed during the aging test.

In the mean time, members of the Quality Department serve on quality circles with members of other departments to find ways to increase quality every day. This complete quality program gives us the confidence to be able to guarantee that every piece of Sencore equipment will remain free from manufacturing defects for as long as you own the instrument.

Your Factory Service Center

What happens if something should go wrong? Sencore stands ready to help you, no matter what kind of problem you encounter. The first line of assistance is the staff of the Factory Service Center. Here is what they can do for you:



• **In or out of warranty service.** All Sencore service is done at the factory so your instruments are serviced by

specialists with the latest training, special test equipment, and a full stock of replacement parts. When you return a unit to the Sencore factory, it is not just repaired, it's also updated as any circuit improvements relating to reliability or safety are added — whether your unit is being repaired in or out of warranty.

Most units are repaired, tested, calibrated, aged on the "shake and bake" racks, retested, repacked, and on their way back to you within 3 working days from the time they arrive at our dock. Even including shipping time, you usually have your Sencore instrument back faster than dealing with the regional service centers used by competitive instrument companies.

• **NBS Traceable Calibration.** Sencore maintains a complete lab of prime calibration standards for voltage, frequency, and component values—directly traceable to the National Bureau of Standards (NBS). Each spec-type instrument comes from production or service with a certificate showing that it has been calibrated using these traceable standards. If you prefer, we can document your instrument directly to the prime standards and include a Proof of Performance document showing how closely each range compares to the NBS standards. Call for prices and other details.



• **Replacement Manuals or Setup Books.** We keep copies of all old manuals dating back to the early '50's so you can keep your Sencore units up to date. Call our toll-free number for prices on replacement operating manuals or setup books.

• **Replacement Leads and Probes.** Test leads get borrowed, lost, or just wear out. We stock replacement leads and probes for almost all of the instruments we've ever made in the past 30 years. Call for prices.

• **Guaranteed Parts Delivery.** We guarantee to ship any replacement part you order within 72 hours or you get it free! (This applies to components only, not completed assemblies, probes, or accessories.)

NOTE: Minimum billing applies to many of these services. Call for details.

Application Answers—A Toll-Free Call Away

The Service Department helps you if you think you have a defective unit. But, that's only the start of Sencore's product support. This is why our Application Engineers are fully trained on the operation and uses of every item in the Sencore line. This means you now have answers for questions like:

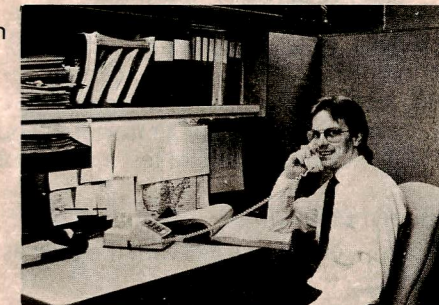
• How to perform a test or use a function of your Sencore instrument,

• Whether your instrument can perform a special test not covered in the operating instructions, or

• Whether an instrument you're thinking about buying will meet the needs of your applications.

In addition, each Application Engineer can answer questions you may have on pricing, availability, or financing of any Sencore instruments or accessories.

Sencore even pays for the phone call. To reach an Application Engineer, dial **1-800-SENCORE**.



Returning A Unit For Service

Unlike other companies, you never need special authorization to return a Sencore instrument for service; simply ship it to the Service Department. Be sure you include your name, address and phone number, along with a note describing the reason you are returning the unit.

Remember that you always pay the shipping charges from your location to the factory, even if the unit is under warranty. Sencore pays the shipping costs from the factory back to you when an instrument has been repaired under the 1-year warranty. You will be charged for shipping from the factory to you when an instrument is repaired under the 100% Made Right Lifetime Guarantee or when it is returned for out-of-warranty service or recalibration.

All returns should be sent to:

Sencore Service Department
3200 Sencore Drive
Sioux Falls, SD 57107

We recommend you ship by United Parcel Service (UPS) as your first preference, and truck or air freight as your second choice. Parcel Post is NOT recommended for test instruments.

Also remember to:

1. Return your test leads with the unit, as they may be related to the problem.
2. Pack the unit securely in its original carton with all shipping inserts or pack it in a sturdy shipping box with cushioning material on all sides. Tape meter glasses to the chassis with masking or electrician's tape to prevent them from popping off in shipping and ruining the meter movement.
3. Insure your unit for its full value in case it is lost or damaged in shipment.

Abusive Use Voids Warranty

Your instrument cannot be expected to provide years of use if it is abused. Evidence of abusive use automatically voids your 1-year Warranty or your 100% Made Right Lifetime Guarantee. Here are the most common types of abusive conditions:

- Improper fuse size
- Third-wire AC ground lead cut off or disabled
- Overload from too much voltage or current
- Common ("ground") lead slipping off during high voltage measurements
- Mechanical damage from drops or falls
- Unauthorized modification of circuits

Enjoy Years Of Use

The high quality of Sencore products insure years of useful operation. All of these services mean you have answers for any questions involving operation or use. In brief, call the toll-free number for any questions concerning Sencore products.

Fill in for your records:

Date Purchased: _____

Model Number _____

Serial Number _____

Run Number _____

(NOTE: Please refer to the run number if it is necessary to call the Service Department. The run number may be updated when the unit has been returned for service.)

SENCORE

Means Success In Electronic Servicing

3200 Sencore Drive, Sioux Falls, South Dakota 57107

1-800-SENCORE

(1-800-736-2673)

FORM 4608

PRINTED IN U.S.A.

Sencore Product

Sencore One-Year Wa

(Applies only to new instruments shipped from the factory after January 1, 1984.)

Sencore warrants this instrument against defects in materials and workmanship, except acts of God and abusive use, for a period of one year from the date of purchase. During this warranty period, Sencore will repair or replace covered defects without charge for parts, labor and shipping. A warranty registration card (packed with or attached to the instrument) will be mailed to the factory within 10 days of purchase. The warranty is void if the instrument is not registered. Sencore will be mailed to the factory within 10 days of purchase.

Extended Made Right Workman

(Applies only to instruments manufactured after January 1, 1984, and identified by the letter "M" in the serial number.)

This is a special Sencore lifetime workmanship guarantee. As stated, we guarantee that this instrument will be made right without charge for parts and labor. This lifetime guarantee covers all workmanship errors in manufacturing. It does not cover the instrument, nor does it mean that Sencore will be responsible for its lifetime on a no-charge basis.

All parts and labor necessary to correct defects covered by this guarantee will be at no charge to you. Sencore will be charged for recalibration and handling if the instrument is not covered by Sencore's 1 year warranty.

Here's what you do if you believe you have a defect in your instrument that should be covered by the warranty:

- 1) Return your instrument to the Sencore Service Department, explaining the problem and that you, "Warranted by Sencore's Made Right Guarantee because it was not made right in the first place."
- 2) If, during the course of repair, a defect isn't caused by a workmanship error, we will reach a disagreement. We will add a charge for parts and labor, and service rates and inform you of the total cost of the repair. We will return the instrument back to you.
- 3) If you do not agree with the labor charge, notify the Sencore Service Department. Sencore will take your word for the claim.



Final Quality Assurance Tester (full name only)