

## Customer Support

### Introduction

In the event of failure analysis request, please contact your TEMIC Sales Office. Follow the procedure described in the flow chart below. Your request will be transmitted to the appropriate TEMIC facility where analysis and feedback will be performed.

If failure is not confirmed, TEMIC and the customer may launch correlation activities for correcting the problem. The failure analysis will be used to take corrective and preventive actions in design, manufacturing, or testing.

