



A comprehensive & dedicated network of Support & Service providing a key element of IFR's automatic test equipment capability

- Comprehensive World-wide Support
- Telephone & On-site Applications Support
- Dedicated Training Facility
- Standard Scheduled Product Training Courses
- Ad-hoc Special Courses
- Field Service Calibration and Repair

From many years experience in the supply of ATE, IFR Ltd is aware that a well designed and reliable product is only a part of the package that must be offered to customers.

To provide a responsive and professional support service, IFR Ltd operates a Customer Services (CS) organization designed to interface and focus our customer care environment. CS covers all aspects of customer support (technical and sales) providing an unrivalled service to all its users world-wide. A software HelpDesk logs and tracks all queries to ensure a controlled response to our customer enquiries.

Part of CS is the ATE Support & Training group whose prime task is to provide a total support environment on all aspects of our ATE products.

User Support

Teams of experienced ATE Engineers are available to provide technical support on all applications and aspects of our ATE products. Support can be provided over the telephone or Engineers can visit our customer sites world-wide to ensure a rapid response and maximum utilization of our systems.

ATE Support Services



The group also organizes regular User Group meetings to ensure customers are kept up-to-date with new developments, information and test modules. Similarly Usernet provides a 24 hour a day dial-up service where users can obtain and exchange information and application notes over a modem link. This service is complemented by the CS Web site.

Training

A comprehensive range of training courses is structured to meet the needs and demands of ATE users. These practical courses are designed to ensure users derive maximum benefit from their ATE in the shortest possible time. Courses are run at our Stevenage Training Centre, our overseas offices or can be located on customer sites. As well as the range of scheduled courses, special Ad-Hoc courses to meet particular customer requirements can be prepared.

Scheduled courses cover system operation, basic maintenance, program writing, fixture build and debugging techniques.

Service & Maintenance

A further aspect of customer support is the ability to provide a dedicated service organisation for the responsive repair to ATE systems through module exchange or on-site customer visits. Extensive experience in the field of measurement technology has resulted in an organization structured in the calibration and maintenance of ATE and proprietary test equipment.

The UK service organisation has accreditation to BS 5750 (ISO 9000) and AQAP 4. Safety testing to meet the requirements of IEC348, 950 or 1010 can

also be carried out with full certification.

Our NAMAS calibration laboratory is one of the largest accredited laboratories in the country specializing in electrical, electronic and communication system parameters. In addition, IFR Ltd is accredited to UKAS for EMC testing in compliance with the EC directive.

The prime UK service centres are located in Luton, Stevenage in England and Donibristle, Scotland.

All IFR ATE are covered by an initial 12 month's warranty that can be extended by a range of flexible and cost effective maintenance agreements designed to meet the requirements of individual customers.

Overseas Support

Our local representative backed by the UK service organisation will carry out the overseas support of the IFR ATE. Each representative will hold a full spares package for first line maintenance and in most cases will provide repair and calibration facilities.

Alternatively, the user can be provided with a complete support package to enable a high level of self sufficiency in the general maintenance and care of the equipment supplied. The package consists of a maintenance training course tailored to the customer's system configuration, a comprehensive spares package and if needed the services of a support engineer on-site.

ATE Support Services



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