



1. Warranty and Product Support

It is recommended that you thoroughly inspect the contents of the oscilloscope packaging immediately upon receipt. Check all contents against the packing list/invoice copy shipped with the instrument. Unless LeCroy is notified promptly of any missing or damaged item, responsibility for its replacement cannot be accepted. Contact your nearest LeCroy Customer Service Center or national distributor immediately (see chapter 2 for *contact numbers*).

1.1 Warranty

LeCroy warrants its oscilloscope products for normal use and operation within specifications for a period of three years from the date of shipment. Calibration each year is recommended to ensure in-spec. performance. Spares, replacement parts and repairs are warranted for 90 days. The instrument's firmware has been thoroughly tested and is thought to be functional, but is supplied without warranty of any kind covering detailed performance. Products not made by LeCroy are covered solely by the warranty of the original equipment manufacturer.

Under the LeCroy warranty, LeCroy will repair or, at its option, replace any product returned within the warranty period to a LeCroy authorized service center. However, this will be done only if the product is determined after examination by LeCroy to be defective due to workmanship or materials, and not to have been caused by misuse, neglect or accident, or by abnormal conditions or operation.

1.2 Product Assistance

Note: This warranty replaces all other warranties, expressed or implied, including but not limited to any implied warranty of merchantability, fitness, or adequacy for any particular purpose or use. LeCroy shall not be liable for any special, incidental, or consequential damages, whether in contract or otherwise. The client will be responsible for the transportation and insurance charges for the return of products to the service facility. LeCroy will return all products under warranty with transport prepaid.

Help on installation, calibration, and the use of LeCroy equipment is available from the LeCroy Customer Service Center in your country.

1.3 Maintenance Agreements

LeCroy provides a variety of customer support services under Maintenance Agreements. Such agreements give extended warranty and allow clients to budget maintenance costs after the initial three-year warranty has expired. Other services such as installation, training, enhancements, on-site repairs and calibrations are available through special supplemental support agreements.



1.4 Staying Up to Date

LeCroy is dedicated to offering state-of-the-art instruments, by continually refining and improving the performance of LeCroy products. Because of the speed with which physical modifications may be implemented, this manual and related documentation may not agree in every detail with the products they describe. For example, there might be small discrepancies in the values of components affecting pulse shape, timing or offset, and — infrequently — minor logic changes. However, be assured the scope itself is in full order and incorporates the most up-to-date circuitry. LeCroy frequently updates firmware and software during servicing to improve scope performance, free of charge during warranty. You will be kept informed of such changes, through new or revised manuals and other publications.

Nevertheless, you should retain this, the original manual, for future reference to your scope's hardware specifications.

1.5 Service and Repair

Please return products requiring maintenance to the Customer Service Department in your country or to an authorized service facility. The customer is responsible for transportation charges to the factory, whereas all in-warranty products will be returned to you with transportation prepaid. Outside the warranty period, you will need to provide us with a purchase order number before we can repair your LeCroy product. You will be billed for parts and labor related to the repair work, and for shipping.

1.6 How to return a Product

Contact the nearest LeCroy Service Center or office to find out where to return the product. All returned products should be identified by model and serial number. You should describe the defect or failure, and provide your name and contact number. In the case of a product returned to the factory, a Return Authorization Number (RAN) should be used.

Return shipments should be made prepaid. We cannot accept COD (Cash On Delivery) or Collect Return shipments. We recommend air-freighting.

It is important that the RAN be clearly shown on the outside of the shipping package for prompt redirection to the appropriate LeCroy department.

1.7 What Comes with Your Scope

Refer to chapter 10 for a list of the items that ships standard with the different configurations of this oscilloscope.

Note: Wherever possible, please use the original shipping carton. If a substitute carton is used, it should be rigid and packed so that that the product is surrounded by a minimum of four inches or 10 cm of shock-absorbent material.