

# Care and Maintenance

## CLEANING

The exterior of the amplifier should be cleaned using a soft cloth only moistened with water or isopropyl alcohol. The use of abrasive agent, strong detergents or other solvents may damage the exterior of the amplifier.

## CALIBRATION INTERVAL

The recommended calibration interval is one year. Adjustment should only be performed by qualified personnel. (A Performance Verification procedure is included in this manual.)

## SERVICE STRATEGY

Defective amplifiers must be returned to a LeCroy service facility for diagnosis and exchange. A defective amplifier under warranty will be replaced with a factory refurbished one. An amplifier that is not under warranty can be exchanged for a factory refurbished unit. A modest fee is charged for this service. A defective amplifier must be returned in order to receive credit for the amplifier core.

Calibration adjustments require the use of specialized signal sources which are not commercially available. Amplifiers which do not pass the performance verification must be returned to the factory for service.

## TROUBLESHOOTING

If the amplifier is not operating properly the problem may be the way in which it is used. Before assuming the amplifier is defective, perform the Functional Test as described in the Performance Verification procedure.

## RETURNING AN AMPLIFIER

The procedure for returning a product for calibration or service is as follows:

Contact your local LeCroy sales representative to find out where to return the product. All returned products should be identified by model number and serial number. Provide your name and contact number and if possible describe the defect or failure. In case of

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products returned to the factory, a Return Authorization Number (RAN) should be used. The RAN can be established by contacting your nearest LeCroy sales office, representative, or the North America Customer Care Center.

Return shipment should be prepaid. LeCroy cannot accept COD 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 department.

1. Contact your local LeCroy sales or service representative to obtain a Return Authorization Number.
2. Remove all accessories from the amplifier. Do not include the manual.
3. Pack the amplifier in its case, surrounded by the original packing material (or equivalent) and box.
4. Label the case with a tag containing:
  - The RAN
  - Name and address of the owner
  - Product model and serial number
  - Description of failure
5. Package the amplifier case in a cardboard shipping box with adequate padding to avoid damage in transit.
6. Mark the outside of the box with the shipping address given to you by the LeCroy representative; be sure to add the following:
  - ATTN: <RAN assigned by the LeCroy representative>
  - FRAGILE
7. Insure the item for the replacement cost of the product.
8. Ship the package to the appropriate address.

## RETURNING AN AMPLIFIER TO A DIFFERENT COUNTRY

In order to avoid customs duty for purchase price of a new amplifier, when your amplifier is returned for service, please use the following procedure.

In addition to the items mentioned above in 'Returning an Amplifier', you'll need to mark shipments returned for service as a

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'Return of US manufactured goods for warranty repair/recalibration'. If there is a cost involved in the service, put the cost of the service in the value column and the original value of the product at time of purchase in the body of the invoice marked 'For insurance purposes only'. Be very specific as to the reason for shipment.

Duties may have to be paid on the value of the service.

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