

AVALON
TEST EQUIPMENT



EXFO

Platinum
Certified Service Center



Avalon Test Equipment has been a leader in the test equipment industry for nearly 25 years. Avalon is an exclusive United States EXFO Certified Service Center with full test benches in Dallas and San Diego. Avalon takes pride in not only our legendary service but also our knowledgeable team and ability to meet EXFO's high standards. Avalon technicians have been trained at EXFO and use EXFO-supplied calibration and verification equipment as well as EXFO-supplied parts. Our goal is to help you Test With Confidence®, and we appreciate the opportunity to be of service!

AVALON
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San Diego | Dallas
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FAQ

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Requesting EXFO Product Services through Avalon Test Equipment

Q: What should I include with my product when sending it for repair or calibration?

A: Only send what needs to be serviced or what Avalon Customer Support has asked you to send. Normally, only the actual OTDR module or MAX mainframe need to be sent in.

It is not necessary to send accessories, batteries or other associated products or modules, unless you want Avalon to evaluate those products. If you do decide to send additional products, please make sure to include the serial numbers of each one on your RMA request.

*Any included serialized products, where no service was requested, will be operationally verified and subject to a \$94 fee per extra item.

Q: What happens once my material is received?

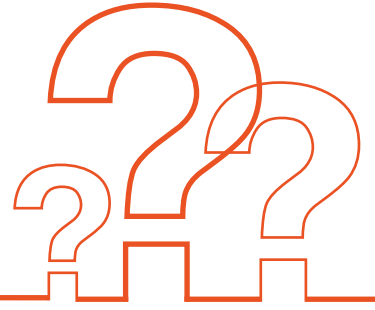
A: When Avalon receives your material, we will:

- Make a complete list of what was received, including accessories.
- Validate if the correct service was selected.
- Quickly inspect any additional products where no service was requested.
- Quickly inspect accessories and/or batteries.
- Contact you if any additional services may be necessary.

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Q: What is included in Calibration and Verification?

A: Calibration and Verification services include a Certificate of Calibration/Conformance containing measurement standards, test results, uncertainties, and as-left data. All calibrations are traceable to an NMI such as NIST or METAS, or to a physical constant.

Q: What are the different calibration and verification test services generally available?

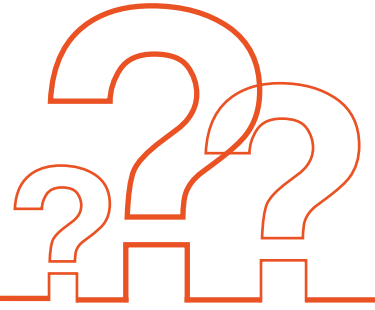
A: The indicated turn-around-times begin when received at Avalon:

- EXFO7 – 7 Day Turnaround calibration/verification service includes everything included in Calibration and Verification PLUS an optical connector replacement for calibrated items. Verified items such as mainframes and inspection probes receive a Certificate of Conformance.
- EXFO3 – 3 Day Turnaround calibration/verification service includes everything included in Calibration and Verification PLUS an optical connector replacement for calibrated items. Verified items such as mainframes and inspection probes receive a Certificate of Conformance.
- EXFOR – Flat Rate Repair service offered for most EXFO equipment. This covers one major fault and can generally be completed by Avalon in the United States.

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Q: Does Avalon service discontinued EXFO equipment?

A: Avalon will accept discontinued units for calibration & repair using a “best attempt” philosophy due to parts availability.

- If a calibration is performed and the item cannot be adjusted within tolerance, you will still be charged the full price for the service. You may apply these funds to the purchase of a new device from Avalon.
- If the item needs repair, we will work with EXFO to source replacement parts, but Avalon is limited to what is still available. You will not be charged if a repair is not performed.

Q: Will Avalon update the software on my instrument while it is at the service center?

A: In accordance with EXFO policy, Avalon will NOT update the software on your product unless:

- You specifically request that the software be updated (please request this in the comments section of your RMA request or via email).
- The repair requires a complete software reinstallation, in which case the latest version will be installed. This can occur when we need to replace a disk drive or major processing boards that include onboard operational memory devices.

Please remember to safely back up or copy your data before shipping your products to Avalon.

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Send any inquires to Avalon at: rma@avalontest.com

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