

Service Policy of GSP-830

I. GWInstek Responsibility :

One Year Warranty, Provide Service Manual, Keep Relevant RF Modules Stock (Min. Five Per Modules), Provide Technical Assistance in Service

II. Distributor Responsibility :

Level Two service Capability and Service Facility and One GSP-830 for back-up purpose.

III. Firmware upgrade through website :

GWInstek will continue its after sales support through its website. The new version firmware and PC software will be posted for free download.

Service Capability Set-Up at Different Service Level:

Service Level	Level One	Level Two	Level Three
Service Content	General Repair <ul style="list-style-type: none"> ● Display ● Power Supply Module ● Non-RF Relevant Circuit 	RF Board Level <ul style="list-style-type: none"> ● Board Swapping ● Specification Verification and Front Panel Adjustment 	Component Level of RF Module <ul style="list-style-type: none"> ● Component Replacement ● Specification Verification and Adjustment of RF Module
Service Experience	Trouble-Shooting Experience	Experience to Repair the T&M Instrument and RF experience	Experience to Repair RF/Microwave T&M Instrument
Service Facility	<ul style="list-style-type: none"> ● Oscilloscope/DMM 	<ul style="list-style-type: none"> ● HP-8648C (3.2GHz Signal Generator)*1 ● E-4418B (EPM Series Power Meter)*1 ● 8482A(Power Sensor 4.2GHz) ● SMA-to-N Adaptors ● RF Cables with SMA/MCX Connectors 	<ul style="list-style-type: none"> ● HP-8648C (3.2GHz Signal Generator)*1 ● E-4418B (EPM Series Power Meter)*1 ● 8482A(Power Sensor 4.2Ghz)*1 ● E-4408B (26.5GHz Spectrum Analyzer) Or 6.4GHz Equivalent Spectrum Analyzer ● SMA-to-N Adaptors ● RF Cables with SMA/MCX Connectors
Service Module Part,	GSP-830 (back-up purpose)	<ul style="list-style-type: none"> ● GSP-830 (back-up purpose) ● 13SP-8300030 (Intermediate Frequency Module) *1 ● 13SP-8300010 (Radio Frequency Module) *1 ● 13SP-8300040 (Digital Signal Process Module) *1 ● 13SP-8270020 (2nd Local Oscillator Module) *1 ● 13SO-8300050 (MAIN & KIT BOARD) ● 13SP-8300080 (DC TO AC Module)*1 ● 1210-0961F15 (AC TO DC SWITCH POWER) 	<ul style="list-style-type: none"> ● GSP-830 (back-up purpose) ● 13SP-8300030 (Intermediate Frequency Module) *1 ● 13SP-8300010 (Radio Frequency Module) *1 ● 13SP-8300040 (Digital Signal Process Module) *1 ● 13SP-8270020 (2nd Local Oscillator Module) *1 ● 13SO-8300050 (MAIN & KIT BOARD) ● 13SP-8300080 (DC TO AC Module)*1 ● 1210-0961F15 (AC TO DC SWITCH POWER) <p>Identify the faulty components on the above modules</p>
Service Document	None	GSP-830 Service Manual (Level 2) Available Date: <ul style="list-style-type: none"> ● Preliminary Version(August) ● Final Version(September) 	GSP-830 Service Manual(Level 3) Available Date: <ul style="list-style-type: none"> ● Preliminary Version(August) ● Final Version(September)

Remark:

1: Level Two Service :

Distributor only needs to equip with the required equipments, follow the instruction in service manual to replace the module. Then it can do the specification verification and adjustment through the front panel operation of GSP-830

2: Recommended Service Instruments :

It is not necessary to have instruments the same as what we recommend but it is necessary to have equivalent performance as recommended instruments.

3: Distributor is not allowed to do Level Three Service :

Unless the distributor gets the approval from GWInstek Service Center. In case Distributor can not fulfill the Level Two Service, Distributor is obligated to pay for the cost occurred.