

FAILURE ANALYSIS INFO & CHARGES

Effective June 22, 2015,

Charges for Failure Analysis apply to both IN and OUT of warranty units.

Units MUST be repaired to issue an FA.

Your ISA -Inside Sales Associate will reach when RMA request has been received to provide Failure Analysis Report cost per unit based on product unit/model.

1. All repaired units will ship with an RFS Report (Return for Service -Fault report) that will include warranty status, problem found, cause of defect, and components replaced. There is no additional charge for this report.
 - A duplicate RFS report can also be obtained by contacting your Inside Sales Associate (ISA) any time after unit has shipped.
2. **If a Failure Analysis (FA), or Failure Analysis with Corrective Action (FA w/CA) is requested the following charges will apply:**
 - In-Warranty** – No charge for repair, **Failure Analysis charges apply.**
 - Out-of-Warranty** – Standard repair charges and Failure Analysis charges apply.
3. On occasion, it may be necessary to send individual components out to an independent lab for further analysis to complete a requested FA. If this is needed, there will be a **\$425 charge per component**. You will be contacted if additional charge is required and will have the option to decline this service.
4. Note that the Failure Analysis request form (Page 2) is **required** for completion of an FA. RMA requests without this form completed will not be eligible to receive an FA.
5. Corrective Action (CA) can only be requested when an FA is requested.

**If you have questions, contact TDK-Lambda Inside Sales/Customer Service at
1-800-275-5224**