

AEM Extended Care Plan

eurocables
Belfast

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Choosing to purchase an AEM TestPro CV100 tester from Eurocables means that you take advantage of the 3 Year Extended Care Plan. After the initial purchase you will have no additional costs in keeping your tester calibrated and in working order for three years.

Key Features

- ✓ Eurocables telephone support Monday – Friday 8.00 a.m. to 5.30 p.m. – Call **02890777771**
- ✓ Free yearly calibration service
- ✓ 7-day turnaround to calibrate your tester
- ✓ Free software updates
- ✓ Free tester loan unit for technical faults where the tester needs to be sent away for repair*
- ✓ Free repair or replacement due to accidental damage**
- ✓ Free Adapter replacement for those adapters supplied as part of a kit***

* If loan units are available at that time

** Note only one claim can be made per year

*** Damaged Permanent Link and Channel adapters – only 1 set of each can be replaced in a 12-month period.
Note - new adapters will be shipped out to you and you must return your worn adapters within 14 days.

Annual Calibration

- We will contact you 4 weeks prior to when your tester is due for calibration
- We will issue you with an RMA number
- You need to securely package your tester and include the RMA number
- We will arrange collection of your tester
- The tester will be calibrated within 5 working days and returned directly to you.
Note – if required we can provide a loan unit, however we aim to turn the testing round so quickly, usually within a couple of days, so you shouldn't need one.

Please note as part of the calibration service we will also ensure that your tester is updated with the latest firmware – should you not want to update the firmware at this point, please make our technical team aware of this when booking in your calibration update.

If you have any queries simply email the Eurocables Technical team at sales@eurocables.co.uk or call **02890777771**



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Technical Fault

Should you have a technical fault with your AEM tester please follow this process:

- Contact the Eurocables Technical Team on sales@eurocables.co.uk or call 02890777771
- If your issue cannot be resolved over the telephone, we will arrange for your tester to be repaired
- We will issue you with an RMA number
- You need to securely package your tester and include the RMA number
- We will arrange for the tester to be collected from you
- If a loan unit is available this will be shipped directly to you
- As soon as the tester is fixed this will be shipped directly to you and you will need to return the loan unit within 7 working days.



AEM Accessories

Now that you've purchased your AEM TestPro CV100 there are several accessories that are available to you to add more functionality to your tester in the future.

	
Part Number AD-SM-K01E	Part Number AD-MM-K01E
Singlemode Fibre (Enhanced) Test Kit for TestPro	Multimode Fibre (Enhanced) Test Kit for TestPro
	
Part Number AD-NET-CABLE	Part Number AD-6A-PORD
Multigig and PoE Adapter Pair	Cat6A Patch Cord Test Adapter Pair

To order any of the above accessories please contact Eurocables on **02890777771** or email **sales@eurocables.co.uk**