

**CPI CANADA, MICROWAVE OPERATIONS
SOLID STATE MODULES, KLYSTRONS, EIKS
PRODUCT SERVICE AND SUPPORT**

Communications and Medical Products Division is registered to ISO 9001-2008.

CPI Canada provides service and support around the world for its microwave and millimeter wave products from its Georgetown, Ontario, Canada Operation.

For emergencies during your normal business hours please call the local CPI representative.
For emergencies outside your normal business hours please call:

+1 800 267-5387 in North America

+1 905 877-0161 Ext. 317 outside North America

Note: The above Toll Free (800) number is monitored 24 hours a day, 7 days a week.

Main Switchboard

+1 905 877-0161

Email: CANMarketing@cpii.com

Customer Service

Lucy Obad, Microwave Operations Customer Service Representative – SSPA, SSPB, EIKs

+1 905 702-2203

Email: lucy.obad@cpii.com

Business Development

John Waylett, Solid State Products

+1 905 702-2206

Email: john.waylett@cpii.com

Ross MacHattie, EIK and Millimeter Wave Products

+1 905 702-2225

Email: ross.machattie@cpii.com

Tom Sertic, Klystrons

+1 905 702-2228

Email: tom.sertic@cpii.com

Technical Support

Vladimir Maksimovic, Solid State Products

+1 905 702-2202

Email: vladimir.maksimovic@cpii.com

CPI Canada uses its standard manufacturing facilities and procedures for servicing and/or refurbishment products. We will use materials and parts normally available on our product manufacturing line. Servicing falls into two categories:

- Minor repair is generally described as repair work on the parts of the device that are external to the SSPA Module or, for Klystrons and EIKs, the vacuum envelope.
- Major repair usually involves opening the SSPA Module or Klystron/EIK, vacuum envelope and replacing a major component within the device. In the case of Klystron/EIKs, it usually involves replacing the complete vacuum envelope. Major repairs for Klystrons/EIKs will require removal of external finishing, replacement of the major component then full vacuum processing and refinishing.



All devices are fully tested following repair and are returned in an approved shipping container with full documentation. All CPI Canada service work carries a warranty.

CPI Canada's bonded storage program provides customers safe, controlled-environment storage of their spare klystrons, EIKs and other parts with optional extended warranty and immediate world wide shipment. Please ask our customer service representative for full details and a quotation.

Service Cases

Before initiating return procedures, determine that the Product is itself at fault. Please call the local CPI Field Office or Communications & Power Industries Canada Inc. for assistance in determining the problem and in obtaining satisfactory performance from the Product. This may save shipping time and expense and may minimize equipment downtime. Please review our [warranty via this link](#).

a) Product in warranty:

Return the Product along with a fully complete Warranty Claim Form. Products repaired by CPI under a valid warranty claim will be returned to the Customer with return transportation prepaid by CPI.

b) Product beyond warranty:

We will provide a quote for evaluation plus assistance in determining the problem and in obtaining satisfactory performance from the Product. If the Product is to be returned please provide a purchase order for the evaluation quoted and we will provide a RMA number. Products repaired out of warranty will be returned at the Customer's expense.

Product Return Procedure

1) Contact **Lucy Obad or Cathy Caulfield** at Communications & Power Industries Canada Inc. for instructions on return of the Product. Please use the form at the end of this document. CPI Canada, Customer Service, will provide a Return Material Authorization (RMA) Number. The Customer must identify to CPI the Product Model Type, serial number and a description of the circumstances giving rise to the return. If the Product is being returned from outside Canada, the Customer will be provided with special instructions regarding customs and ship to information. The Customer must follow these instructions when returning the Product against the RMA; otherwise you may incur costly duty and brokerage charges.

2) Ship the Product prepaid, whether in or out of warranty via a means of transportation acceptable to CPI to minimize the possibility of shipping damage.

Please return products in their original container, or if unavailable, contact Communications & Power Industries Canada Inc. for instructions. Please be aware that most electron devices manufactured by CPI Canada use permanent magnets which may require special documentation. We will provide advice on means of shipping our products and unless an alternate ship to address is provided along with the RMA number, ship to:

Communications & Power Industries Canada Inc.
45 River Drive
Georgetown, Ontario, Canada
L7G 2J4
Attn: Returned Products\Customer Service
Telephone: +1 905 877-0161



**COMMUNICATIONS & POWER INDUSTRIES CANADA INC.
RETURN MATERIAL AUTHORIZATION REQUEST**

Customer Name: _____

Contact Name: _____ **Date:** _____

Address: _____

Phone Number: _____

Email Address: _____

Please indicate by model and serial number and description of parts to be returned:

Reason for return: _____

Please email or fax to:
Lucy Obad or Cathy Caulfield
CPI Canada Microwave Operations Customer Service Representative
Lucy.obad@cpii.com
Cathy.caulfield@cpii.com
FAX: +1-905-873-7416