



Warranty Policy for Antiference ASM01

The ASM01 comes with a 1 year warranty and this is activated by registering your new meter on our website at www.antiference.co.uk/register within one month of the purchase date.

Please complete the online form in full. You will receive a confirmation email from our technical support team.

1. Returns Statement

If the ASM01 has malfunctioned in the first month we will provide a replacement meter ASAP.

This is subject to availability. A repair service is offered by Antiference after this period.

It is not possible to simply purchase a replacement from your supplier. The Antiference service team must verify faults before any action takes place.

2. Returns Procedure

- a) The customer shall inform Antiference of the malfunction by sending an email to support@antiference.co.uk or contact the supplier the ASM01 was purchased from.
- b) After receipt of an initial failure report from the customer, the Antiference service team will email an RMA form which the customer will complete and send back including full details of the problem. Antiference will then issue an RMA reference number and the ASM01 can be returned with the form to:

Antiference Limited,
Unit 2 Common Lane
Fradley Park,
Lichfield, Staffordshire, WS13 8NQ

3. Terms & Conditions

- a) In the case of equipment under warranty, please enclose a copy of the purchase invoice or proof of purchase.
- b) Return transport cost are the responsibility of the installer.
- b) A list of the returned accessories must be supplied such as: bag, accessories bag, power supply, connectors, etc.
- c) Complete fault description must be provided on a completed RMA form. If any units are returned without documentation, this will delay the processing time.
- d) Any physical conditions either aesthetics or mechanical such as scratches, operation of keys or damaged screen etc must be declared on the RMA form.
- e) Advice on the status of the battery must also be described as the Antiference service team will require this info for part of the test/repair service.

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4. Testing & Fault Diagnosis

- a) The Antiference service team will inspect the unit on receipt and ensure the condition of the unit is in keeping with the contents of the RMA form.
- b) Research of the fault will be carried out. NOTE: this may require disassembly of the unit to identify the fault location.
- c) Replacement parts may be required and any items which are fitted under warranty are included. Some items may not be covered in the manufacturers warranty, please see the exclusions section below.
- d) Finally, any repairs are carried out and the unit returned to the customer.

4. Warranty Exclusions

- a) Screen damage: if the inspection by the service team member shows that the unit has been dropped or an item dropped onto the screen then a charge may be incurred for the replacement of this part.
- b) ANT & SAT input connections: The F connector barrels/couplers should be removed when the meter is not in use to ensure the connections are not damaged. Damaged input connections are not covered under warranty.
- c) General miss-use: it should be regarded that the ASM01 is a delicate item of test equipment and should be treated carefully. If a returned unit appears not to have been treated in the proper manner, then the warranty may be invalid. This decision will be at the discretion of Antiference and full details of the condition of the unit will be provided to the customer.

For any queries regarding this policy please contact our technical support team on support@antiference.co.uk or 01675 465487

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