



Elektro-Automatik

Support and Service

Over the Life of your
EA Elektro-Automatik
Instruments and Systems

Ensuring Maximum Performance and Value

EA is committed to ensuring you get maximum performance and value over the long life of your EA instrumentation. Thus, EA offers standard and extended warranties, pre-and post-sales applications support, on-site installation and training, and calibration and repair services.

Pre-and post-sales applications support

- Application Engineering assistance
- Meet via phone or videoconference
- On-site support at a Technology and Training Center in Detroit & San Diego
- Product demos
- High power testing and validation

Warranty plans

- 2-year standard warranty
- 1-year and 3-year extended warranty options which extend warranty coverage out to a maximum of 5 years



On-site set up and training

- System setup
- System performance verification
- User training

Service level agreement

- "Hot Swap" product replacement
- On-site repair service
- Yearly maintenance
- Yearly calibration

Calibration and repair services

Calibration Options

- Factory calibration and Adjustment traceable to the National Institute of Standards and Technology (NIST)
- Calibration to the Z540 standard
- Calibration to the ISO 17025 standard

Repair

- Typical turnaround time is 2-3 weeks (pending parts availability)

EA Elektro-Automatik – Powering What's Possible

EA Elektro-Automatik has been producing state-of-the-art programmable DC power supplies, bidirectional regenerative power units, regenerative electronic loads and multi-channel power systems with power capacity up to 2 MW since 1974. The company is dedicated to providing power solutions that lead in technology advancement for research and development and manufacturing in the automotive, energy storage, telecommunications, alternative energies and aerospace industries. With a presence in the Americas, Europe and Asia, EA Elektro-Automatik's autoranging power supplies lead the industry with the highest output power, greatest power density, highest operating efficiency and widest range of control flexibility.

For more information on EA products and services, visit www.EApowered.com

