

Repair & Exchange



Basic Description

Send your defective or failed unit to Tempest for testing and repair, and receive a good working unit back within 20 business days. For faster service, your defective unit may be exchanged for a good unit from Tempest's inventory, at no extra charge.

Typical Service Level / Turnaround

20 business days.

Ordering / Fulfillment Options

24x7 portal. Email/Phone requests M-F CST business hours.

Expedite

10% Expedite fee puts repair to top of queue. No commitment or guarantee for faster TAT.

Standard Warranty

1 year from ship date.

Guarantee / Risk Notes

Repair yield is not guaranteed and repair components are subject to availability. If/when repair components are no longer available from the manufacturer or secondary markets, components from existing units are harvested for repairs.

Unrepairable Units

\$99 per unit if Tempest scraps or recycles locally, otherwise \$99 per unit plus return shipping costs.

Support Life / Term

Repair services will typically remain available for all products as long as there is demand for repair services, an active working testbed, components available, and/or units to harvest components from.

Pricing Notes

Repair pricing is subject to change.

General Notes

Customer typically maintains some or all of their own spares inventory to replace critical failed parts.