

## Instantel RMA Instructions

When sending any units back for calibration or repair, please follow the below steps:

- Go to [www.instantel.com](http://www.instantel.com)
- Click the “**SCHEDULE SERVICE**” button in the top right corner of the page
- If you already have an account,
  - Click “**Login**” and enter your username and password
- If you do not yet have an account, click “**Create an Account**”
  - Enter your contact details then log in
- The resulting page will advise the approximate turnaround times for calibrations and repairs
- Click “**Create RMA Request**”
- Ensure your contact details are correct in the form (see example below)
  - \*\*\* Please ensure that you list **Specto Technology** in the “Local Distributor” field \*\*\*

**Contact Information**

Company *	ABC Company
Contact *	Joe Employee
Email *	joa@abc.com
Phone *	1234567890
Fax	
Address Line 1 *	5 Business St
Address Line 2	
City *	New York
State/Province *	NY
Zip/Postal Code *	10000
Country *	United States
Local Distributor	Specto Technology

**\*\*Please note that the “CC1” fields only require completion if you would like to notify someone else within your company of the RMA (you do not need to enter Specto’s details in this section.\*\***

- Click the “Continue” button
- Enter details of the unit you are returning
  - N.B. a Micromate MUST be paired with its corresponding geophone as they CANNOT be calibrated separately

The mailing address to send the units is: **808 Commerce Park Drive, Ogdensburg, NY 13669**

In order to serve our customers better by speeding up turnaround times, Specto does not require pre-approval from customers for RMA’s for standard calibrations. Approval will only be requested if repairs are required.

If you have any questions, please do not hesitate to ask a Specto Technology staff member.