

Service Policy of GDS-2204/2202

I. GW Responsibility: Fulfill the standard Three Year Warranty (Display Panel one Year Warranty) obligations. Fulfill all Limited Lifetime Warranty obligations that are registered and purchased after August 1st 2008. Provide service manuals, stock sufficient board modules for exchange, and provide assistance for servicing and technical support.

II. Distributor Responsibility: Build up Level Two Service Capability and Service Facility and keep One spare unit of GDS-2204/2202 for service purpose. Distributor is not allowed to do the Level Three Service unless it gets approval from the GW Service Center. In case Distributor can not fulfill the Level Two Service, it could ship the failure product back to GW service center for repair, but the Distributor is obliged to pay for the shipping costs.

Service Capability Set-Up at Different Service Level:

| Service Level | Level One | Level Two | Level Three |
|-----------------------------|--|--|---|
| Service Content | General Repair <ul style="list-style-type: none"> ● Display ● Power Supply Module | Board Level <ul style="list-style-type: none"> ● Board Swapping ● Specification Verification and "Rear CAL" Auto Adjustment | Component Level of Main Module <ul style="list-style-type: none"> ● Component Replacement ● Specification Verification and "Rear CAL" Auto Adjustment |
| | Trouble-Shooting Experience | Experience to Repair DSO or T&M Instrument | Experience to Repair DSO or T&M Instrument |
| Service Facility | <ul style="list-style-type: none"> ● Oscilloscope/DMM | <ul style="list-style-type: none"> ● Good Will Function Generator SFG-830 ● Good Will DMM Gdm-8246 ● Stanford Research System D345 or Good Will Function Generator GFG-3015(30MHz Synthesized Function Generator) ● BNC Type 50 OHM | <ul style="list-style-type: none"> ● Good Will Function Generator SFG-830 ● Good Will DMM Gdm-8246 ● Stanford Research System D345 or Good Will Function Generator GFG-3015(30MHz Synthesized Function Generator) ● BNC Type 50 OHM |
| Service Part, Module | GDS-2204/2202 (Back-up Purpose) 1210-5422100 (Switch Power Module)*1 | <ul style="list-style-type: none"> ● GDS-2204/2202 (Back-up purpose) ● 13DS-2204010 (Front-End, Board) *1 ● 13DS-2204030 (Main Board) *1 ● 13DS-0040740 (KET+INTERF Board) *1 ● 13DS-8200060 (Interface Board)*1 ● 1210-5422100 (Switch Power Board)*1 | <ul style="list-style-type: none"> ● GDS-2204/2202 (Back-up purpose) ● 13DS-2204010 (Front-End, Board) *1 ● 13DS-2204030 (Main Board) *1 ● 13DS-0040740 (KET+INTERF Board) *1 ● 13DS-8200060 (Interface Board)*1 1210-5422100 (Switch Power Board)*1 Identify the faulty components on the above modules |
| Service Document | None | GDS-2000 Service Manual (Level 2) | GDS-2000Service Manual (Level 3) |

Remark:

1: Level Two Service: To do the repair service, Distributor only needs to have the required equipment, and follows the instructions in service manual to replace the module. The specification verification and adjustment of a repaired product could be done through the "Rear Cal" Auto adjustment. Connecting one GDM-8246 through RS-232 with the Cal terminal on the rear panel on GDS series, you can execute calibration of the product to the Auto Cal Standard Level by pressing just one button. With a 30MHz SG (D345), the

trigger functions of the product could be calibrated easily.

Note: If you would like to do “Rear Cal” Auto Adjustment for GDS-2204/2202, you need to buy one Cal Kit of RS-232 Adaptor.

2: Recommended Service Instruments: It is not necessary to have the same instruments that are recommend by GWInstek, however service instruments are required to have equivalent performance.

3. Firmware upgrades through the GWInstek website: GWInstek will continue to offer after-sales support through its website. All new versions of firmware and PC software will be available to download free of charge. The firmware can be upgraded via USB or RS-232.