

SERVICE

This information, published in April 2026, replaces previous price lists and supplements our General Terms and Conditions, which we will be pleased to provide upon request.

GENERAL INFORMATION ON THE SERVICE PROCESS

1. **Registration** of the service order using the RMA form available on our website:
Customer Service and Technical Support | DCT Delta
<https://dct-delta.de/en/technischer-support-service/#reparaturen>
or directly: <https://dct-delta.de/en/reparaturen/>
2. **Submission** of devices only with an assigned RMA number.
3. After receipt and registration of the devices, the initial **inspection** is carried out.
4. **Repair**.
5. Proper packaging and **return shipment**.

Important notes:

To avoid transport damage, devices must be shipped properly:

- Ship housings in a closed condition (at least one screw must secure the cover).
- For optical devices, all ports must be fitted with protective caps.
- Devices must be packed in their packaging or with protective cushioning material between devices. Optical connectors in particular must be protected against impact.

SERVICE



Additional Information

Entering the **QR Code®** (device label) into the RMA form indicates whether the respective device is still within its warranty period.

By handing over the devices, the **repair order** is authorized and the devices will be repaired under the stated conditions and costs. Every device undergoes a **Device Functional Test (DFT)**.

- If no fault is found, this **service** is charged regardless of warranty status.
- Otherwise, the **repair is carried out immediately**.

If a defect is found, the repair will be performed at the flat-rate repair charges listed below (including DFT costs). If the case is covered by warranty, the repair is carried out free of charge.

SERVICE

If the flat-rate amount is exceeded for justifiable reasons (by more than EUR 150), we will pause the repair and provide you with a quotation (RFQ).

If a device is **beyond repair**, it may be disposed of free of charge. DFT costs are only charged if you request the return shipment of the defective device, plus shipping costs.

Transportation costs for collection and shipping may be charged in full or proportionally, depending on contractual arrangements and warranty status.

Device Condition

You will receive your devices back after repair in the same condition, but fully functional.

This means:

- **We do not clean the devices.**
 - Dirt, mud, paint, stone dust, mold, etc. remain on the housing. We reserve the right to exclude such devices from repair, declare them beyond repair, or dispose of them.

SERVICE



- We do not remove labels.
 - Notes such as "defective" remain on the housing. Easily removable stickers or notes may be removed.
 - If the QR code with the serial number becomes unreadable or is removed, the warranty becomes void.
- Housings with **mechanical damage** (e.g., broken mounting parts) are repaired or replaced only if specifically mentioned in the fault description. Such work is always charged separately.
- **We do not restore devices to their original factory population.**
 - If a device arrives stripped of components, it will be returned in the same configuration.
 - Customer-installed parts remain in the device provided they do not affect functionality.
 - However, we guarantee proper operation with the correct component configuration.
- **Packaging** will be reused where available and suitable, though not necessarily for the same device.

Repair Service and Flat-Rate Charges (all amounts net in EUR).

Device Group	Repair Cost ¹	Inspection Cost (DFT) ²
BKD BKE	35.00	19.00
LHD LHE NVE / OFT-D ONB ONH / OR 25	66.00	34.00
NVD OCH ONC	94.00	41.00
HEC	³	105.00
OHR O-MISO / SFP XFP / OA Series (Multiport EDFA)	³	200.00
RPD	³	250.00

SERVICE



- ¹ Repair effort including small parts (excluding housings, PCBs, laser modules, optical amplifiers, and connectors, which may be billed separately).
- ² The DFT inspection fee is charged if no fault is found or if repair is performed on a time-and-material basis.
- ³ If no special components as listed in Footnote 1 are required, only the inspection costs are charged.

All devices and systems outside the groups listed above are inspected and repaired based on actual effort (**T&M = Time & Material**).

Minor repairs up to EUR 150 in addition to inspection costs are carried out directly. Total costs will always remain below replacement value.

For repairs expected to be more extensive after inspection, a quotation (RFQ) is provided. Repair work begins only after approval of the quotation and/or provision of a purchase order number.

Examples of Spare Parts for Optical Headend Products

Component	Per Unit
Replacement of optical sockets	10.00
Replacement and splicing of optical fibers, connectors, etc.	50.00
Splitter (including 2 splices)	150.00
Laser module / filter	approx. 300.00
OHR MDR box (e.g. 4 ports)	from 220.00
O-MISO fiber system (e.g. 4 ports)	from 530.00
Pico EDFA	from 1,250.00

SERVICE



Additional Services

We are also pleased to provide:

- Device modifications/conversions
- Software/firmware updates
- Device labels featuring your logo

For further questions, please contact us:

Email: service@dct-delta.de