

Please retain this warranty card and your invoice or proof of purchase for future reference.

Thank you for purchasing from RIGOL! Our goal is to provide you with fast, friendly, and professional service and support whenever you need it. Registering your product with us can help us do this more efficiently and respond quicker when needed. We can also keep you up to date on the latest product developments and available updates that can help you get the most out of your RIGOL products. There are 3 easy ways you can register your product with Rigol in North America.

1. Network Registration: Please access RIGOL's North American official website: www.rigolna.com and select product registration.
2. Email Registration: email information or scan of registration document and send to info@rigol.com
3. Fax Registration: Fax the completed product registration form to: 1-216-754-8107
4. Mail Registration: Please mail the included warranty card to the RIGOL Customer Service center at this address in the United States. Please apply appropriate postage for the envelope to reach the United States from your location:

RIGOL Customer Service Center
7401 First Place
Suite N
Oakwood Village, OH 44146

Your satisfaction is our priority. Please keep your warranty card and a copy of your purchase receipt for your records. Your purchase receipt may help in establishing your warranty period for a requested service.

www.rigolna.com



Maintenance Record Card

Model	Serial NO.
Date of Purchase	Place of Purchase
Dealer	Telephone
User	
Address	

Record One	Customer	Fault	Receiver
	Maintenance Center	Date of Receipt	Engineer
		Fault	Sender
	Fee		
Date of Return			
Record Two	Customer	Fault	Receiver
	Maintenance Center	Date of Receipt	Engineer
		Fault	Sender
	Fee		
Date of Return			
Record Three	Customer	Fault	Receiver
	Maintenance Center	Date of Receipt	Engineer
		Fault	Sender
	Fee		
Date of Return			

Please send back this card with your machine for repair. Thank you!



Remove this section and mail to:
RIGOL Customer Service Center
7401 First Place
Suite N
Oakwood Village, OH 44146

Warranty

The following warranty applies to all Rigol products procured through the Rigol North America office and/or its' approved North American representatives and/or distributors. Product purchased from outside the North American Rigol network will be serviced by the selling agents and not Rigol Technologies USA, Inc.

1. RIGOL Technologies, Inc. warrants its products' mainframe and accessories in materials and technologies within the warranty period. During the period concerned, RIGOL guarantees the free replacement or repair of products which are approved as defective.
2. The mainframes of RIGOL's products have a three-year warranty and the accessories such as probe and test pen (with the exception of power cord, USB and BNC cable) have a one-year warranty. In above-mentioned periods, any hardware or software error caused by quality flaws will be examined and repaired by RIGOL Maintenance Center or its authorized maintenance branch free of charge if the customer provides the warranty card and maintenance record card. RIGOL provides paid maintenance for products outside of the warranty period.
3. The warranty period starts from the date of the valid certificate of purchase (receipt or invoice). If the invoice cannot be offered, the starting date will adopt the manufacturer's delivery date.


4. For in warranty service, RIGOL strives to attain fast turn-around. Normal repair time is less than 10 business days. For service that will exceed this time Rigol will attempt to provide loaner units to be used during the repair cycle. Final availability of loaner units will be at Rigol's discretion. The transportation cost of return to customer will be paid by RIGOL. If the special transportation is required, please make contact with the RIGOL Maintenance Center.
5. The warranty is void if:
 - (1) Accidental damage occurs during transportation (please confer with insurance agency or transportation company on the compensation).
 - (2) Malfunction or damage is caused by misuse according to warnings in the product documentation or using or storing in an environment outside of the specification's limits.
 - (3) Surface damage by manmade factors, like burn, distortion by force, etc.
 - (4) Repaired by anyone who is not from RIGOL Maintenance Center or an authorized maintenance branch.
 - (5) Accident damage caused by using a power cord or a power adapter not approved by RIGOL.

6. Malfunction or damage caused by natural calamities, like earthquake, lightning strike, etc.
7. RIGOL will do the maintenance after verifying with customers that the product is out of warranty, and return the repaired products after receiving payment for the repair cost.
8. RIGOL assumes partial maintenance responsibility which is reasonable and operable, and refuses to accept any other responsibility for the damage caused by the customers' wrong operation.
9. Product with fault not covered by warranty should be transported to RIGOL Maintenance Center to have a repair, and the consignor will pay the transportation cost.
10. Please contact with RIGOL Maintenance Center for any kind of special maintenance or service requirement.

Contact Information:

Rigol Maintenance Center
7401 First Place
Suite N
Oakwood Village, OH 44146
toll free: 877-4-RIGOL-1
office: 440-232-4488
fax: 216-754-8107
info@rigol.com
www.rigolna.com

Warranty above applies to products sold by RIGOL Technologies USA, Inc. and its authorized dealers, and any other form of warranty should be based on this. RIGOL Maintenance Center has the final power of interpretation with the maintenance affairs.

Please cut off this page along the broken line and then send it back 

RIGOL

Return Receipt of Warranty Card

Thanks for your attention and purchase of RIGOL's products. Please fill in the warranty card with all the information and return it to the RIGOL Maintenance Center through one of the methods listed above.

User Information Registration Form

Company : Contact Person) :

Telephone : Fax :

Address : Website :

City, State, Zip : E-mail :

Product Model : Product Serial No. :

Date of Purchase: Place of Purchase :