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)
- Under the “Service & Calibration” menu, click on “Submit a Ticket”
  - The resulting page will advise the approximate turnaround times for calibrations and repairs
- If you already have an account, enter your username and password
  - If you do not yet have an account, click “Create an Account”
- Click on the “Enter RMA” button
- Ensure your contact details are correct in the form (see example below)
  - *** Please ensure that you list **Specto Technology** as your Local Distributor ***

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