


InstanTel RMA Instructions

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

- Go to 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 ***



Create RMA Request
(Screen 1 of 3)

Contact Information:

Company * ABC Company

Contact * Joe Employee

Email * joe@abc.com

Phone * 1234567890

Fax

Address Line 1 * 5 Business St

Address Line 2

City * New York

State/Province * NY

Country * USA

Zip/Postal Code * 10000

Local Distributor **Specto Technology**

Continue

- 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