



SERVICE & REPAIR GUIDE

☎ 0800 542 7860

✉ sales@dts.solutions

💻 dts.solutions

📍 Barham House, Barford
Road, St. Neots, PE19 6YQ



SERVICE AND REPAIR PROCESS

- 1** Fill out the attached form at the bottom of this page and cut off.
Return address: DTS Solutions UK Ltd, Generation Business Park, Barham House, Barford Road, St. Neots, Cambs, PE19 6YQ.
- 2** Package up your equipment and place the completed form inside the box and dispatch the equipment to the above address.
Alternatively we can collect your equipment at a cost of £12.50 + VAT per parcel.
- 3** Let a DTS member know once you have dispatched the faulty equipment so we can know to expect your package.
- 4** Once we have received your payment/ purchase order to accept the estimate we will carry out the work required to repair the equipment.
- 5** Once repaired we will send the equipment back to your chosen address.

DID YOU KNOW?

AT DTS WE PROVIDE A SERVICE/ REPAIR QUOTATION WITHIN 3 DAYS OF RECEIVING YOUR EQUIPMENT

WHAT DO WE INSPECT?



The equipment returned from the customer is inspected and a quotation is produced with the results of our findings. This is subject to a £20 inspection fee. It is recommended that complete radios are returned (Radio Body, Antenna and Battery). This will allow us to give you a full report on the status of your equipment, sometimes the radios poor performance is due to the accessories.



Radios are checked they conform to Manufacturers Specifications with a full Transmit and Receiver Test. Frequency check and radiation check from the Antenna. Power output, Mic Audio Levels along with the receiver sensitivity and Speaker Audio. This is all included within the inspection fee.



All radios receive sensitivity is checked, and the speaker audio volume and quality.



Accessories are checked, chargers are fully tested, and a full health check completed on Batteries.

DTS SERVICE & REPAIRS FORM

Company Name:	Contact Name:
Phone Number:	Email Address:
Equipment:	Expected Fault:
Return Address:	

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