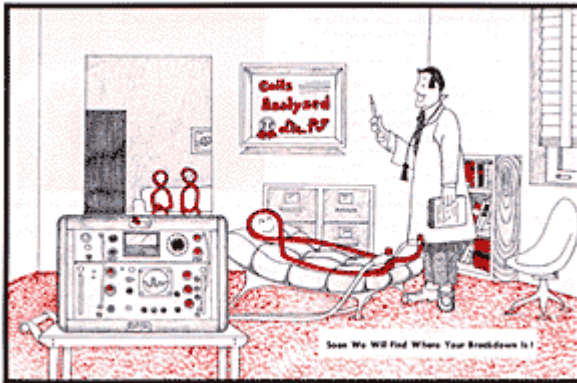




## TECHNICAL SUPPORT

*and Customer Service*



Caption: "Soon We Will Find Where Your Breakdown Is!"

*--From our 1969 brochure*

**We can be reached by Phone, Fax or E-mail.**

Lifetime, toll free technical support is available Monday - Friday: 9:00am to 4:30pm EST.

**Call** us Toll Free in the U.S.A. at 1-877-475-8378 (4PJ TEST) or if local or out of the country, call 412-793-3912. (Use Country Code 001 when calling or faxing from outside of the U.S.A.)

**Fax** us at 412-793-3912 or

**E-mail** Tech Support at [doctorpj@pjsurgetesters.com](mailto:doctorpj@pjsurgetesters.com)

We have designed **our PJ Surge Testers** to be easily operated by non-technical personnel; it only takes minutes to learn how to operate! Our Instruction / Service Manual explains operating and testing procedures and gives step by step service instructions that are easy to follow.

Many first time buyers of our Surge Testers are actually operating / surge testing their windings within 10 minutes of un-crating their new PJ Surge Tester. If you ever have an operating question, please feel free to contact us and we will gladly walk you through the basic operation.

**Since 1969**, we have been successfully providing customer service / technical support to all of our world wide customers in over 52 countries. We deal with our customer's directly and offer lifetime customer / technical service to them via telephone, fax or email. Contact us with any questions that you may have regarding your PJ Surge Tester and we will then promptly answer each question and address any problems. Because our testers are modularized for simplified maintenance, if a part is found to be defective, it can be easily removed (by non technical personnel) and replaced in minutes. The majority of our "International" customers choose to buy spare parts so if their tester ever does breakdown, they have parts necessary to do the repair. Ninety percent of the time, one of the spare parts fixes their problem and it minimizes their "downtime". If however, these parts do not fix their problem, it helps us greatly having these parts at the customer's site, so we can help the customer solve their problem more efficiently. Over 90% of the time, there is no need to return the unit to our factory for service. You, the customer, can do the work in the field with the instructions / parts that we provide.

We use Rigol/Tektronix Digital Oscilloscopes in our Testers. Prior to leaving our factory, the oscilloscope settings are pre-programmed for different test applications and are all menu driven for easy operation. Tektronix customer service departments throughout the World will provide warranty repair work on their products and will also help you with any Tektronix related question. Rigol customer service will also provide warranty repair work on their products and will help you with any Rigol related questions.

Our Surge Testers are so well built that many of them that were built in the 1970s, are still operating and in use today!