

Maintenance Package for Transceiver Modules

Starview Maintenance package for transceiver modules provide value added RMA and advance replacement services to assist the customer's service operation, improve operational efficiency , and reduce the CAPEX and OPEX. We provide:

- Repair and Return(R&R)Service
- 24X7 spare parts replacement
- Logistical service for replacement

Starview maintenance package Repair & Return(R&R) process:

- Module will be one to one replaced on site or in starview office.
- Check the existing module performance characteristics.
- Ensure module performance within manufacturer's specifications.
- Replace module with Starview part if it is confirmed defective.
- Starview module warrant 2 years against manufacturing defect.
- Clean module TX/RX lenses if module is not defective.
- Return customer's module on the next two(2) business day.
- Starview warrants its replacement module to work with major equipment vendor