

SERVICE & REPAIR

GUIDE & PROCESS

At CSE Crosscom, our qualified engineers perform two-way radio repairs in our state-of-the-art workshops around the UK. Whether you need a one-time repair for a single radio or require servicing for your entire fleet, CSE has the expertise to meet your needs.

FAST & RELIABLE
TWO WAY RADIO REPAIR, SERVICING & MAINTENANCE

At CSE Crosscom, our qualified engineers perform two-way radio repairs in our state-of-the-art workshop. Whether you need a one-time repair for a single radio or require servicing for your entire fleet, CSE has the expertise to meet your needs.

Our two-way radio repair facilities are operated by manufacturer-trained and certified engineers, skilled in servicing and installing nearly every brand of two-way radio. We take pride in offering a wide range of service and repair options, supported by a comprehensive inventory of spare parts.

WHAT DO WE INSPECT?

The equipment returned from the customer is inspected using Digital (DMR) test sets, including auto tune and alignment tests, and a quotation is produced with the results of our findings. 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.

Each radio is tested to verify compliance with the 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.

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.



BRANCH DETAILS

Return Address:

CSE Crosscom Ltd
FAO Service Department
1 Swanwick Court
Alfreton
Derbyshire
DE55 7AS

Contact Details:

Telephone: 01773 570123

Email: service.ripley@csecrosscom.co.uk

SERVICE & REPAIR PROCESS

FOLLOW THESE 5 EASY STEPS

01

1. Fill out form

Fill out the attached form at the bottom of this guide and cut off.

Return Address: CSE Crosscom Ltd, FAO Service Department, 1 Swanwick Court, Alfreton, Derbyshire, DE55 7AS.

02

2. Post your items

Package up your equipment, place the completed form inside the box, and send it to the above address. **The quickest and most effective method is to return the equipment directly.**

Alternatively, we can collect it at an additional cost.

03

3. Let us know to expect your parcel

Let a CSE member know once you have dispatched the faulty equipment so we can know to expect your package.

04

4. Quotation, payment & repair

Once we have received your payment/ purchase order to accept the estimate we will carry out the work required to repair the equipment.

05

5. Delivery of repaired goods

Once repaired we will send the equipment back to your chosen address.

SERVICE FORM

Please include a copy of this form with your repair

Contact Name: **Phone number:**

Company: **Fax:**

Address: **Email:**

Account No.: **Purchase Order No. :**

Make and Model: **Serial No.:**

Warranty repair Yes ☐ No ☐ Perform fixed price repair ☐

.....

Date of purchase .....

Fault Report:*

Doesn't switch on	☐	Constant tone	☐
Bad Transmission	☐	Battery/Charging problem	☐
Bad Reception	☐	Physical Damage	☐
		Other (Please type in a description below)	☐

Brief Description:

Please send your radio with the accompanying antenna and battery. Only send your charger if you have a fault specific to the charging process (e.g. charger does not turn on)

Accessories included: Battery ☐ Antenna ☐ Belt clip ☐ Charger ☐ Head set ☐ Other ☐

Signature of Customer: **Print Name:** **Date:**

CSE Crosscom
1 Swanwick Court
Alfreton
Derbyshire
DE55 7AS

E: service.ripley@csecrosscom.co.uk
P: +44 (0) 1773 570123