VHF Terminal Equipment Return/Repair Process

The following process applies when a Brigade has problems with the new VHF Terminal Equipment:

Mobile Radios

- On finding a problem with an Appliance/vehicle/Station **Mobile** radio, the Brigade is to contact the Service Provider direct. (list attached).
- On receipt of a request from a CFS Group or Brigade, the Service Provider will attend or schedule a service call.
- The Service Provider has a quantity of spare units available, once the fault is isolated to specific unit it will be replaced using a spare.
- The Brigade involvement is now complete and the equipment should now be working correctly.

Portable Radios

- All **portable** radios that are found to be faulty are now sent direct back to Tetracom for repair.
- Complete *Form 005-Equipment Repair*- detailing the faulty unit serial number, ID and attach copy to equipment being returned. Please make note to have the unit returned to your address on the original paperwork accompanying the faulty unit.
- All faulty equipment is to be returned direct to:

  TETRACOM
  508 Goodwood Road
  Daw Park
  Adelaide SA 5041

  Attention: Customer Services Administrator

- Detailed invoices will be sent direct from Tetracom to the CFS Telecommunications Unit for all repairs carried out.
- Once repaired, portable radios will be returned direct from Tetracom to the Brigade as the original sender of the equipment.

CFS Approved Providers

• Tetracom Pty Ltd	8357-1500
• Farm and Business Communications	8667-2268
• Fleet Electronics Services	8682-2255
• Gambier Electronics Pty Ltd	8723-2122
• Green Triangle Electronics Pty Ltd	8724-2222
• Trevlyn Smith Electrical	8626-1209
• Gardner's Berri	8582-1768