

## Customer Service Group

### Customer Support Service (Electrical) Section

The Customer Service Group (CSS-E) was established exclusively to handle enquiries and applications for testing from customers of the electrical and electronic sector. The Customer Service Group provides the following services:

1. Technical support for testing applications which includes:
  - a) Technical discussion prior to submission of testing application;
  - b) Guidance on necessary documents and items required for testing application;
  - c) Update status of testing progress;
  - d) Assist customer in interpreting and understanding test reports; and
  - e) Assist customer in checking foreign CBs test report for our consignment approval / Import Permit
2. As technical enquiry point (e.g. identify relevant product standards, Test requirements, Regulatory regulations/requirements etc.)
3. Issue quotations for testing of electrical and electronic products requested by customer.
4. Liaise with customer in identifying the relevant product standards for testing to comply with relevant regulatory requirement.

For further information, please contact:

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Customer Support Services (Electrical) Section  
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