Customer Service Group
Customer Support Services (Electrical) Section

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

1. To provide technical supports for any test application, including:
    a) Have technical discussion prior to test application;
    b) Provide guidance on necessary documents and items required for application;
    c) Update applicant for progress of testing if necessary;
    d) Assist client in interpreting and understanding test reports; and
    e) Assist client in checking foreign CBs test report for our consignment approval
2. To be as "technical enquiry point" (e.g. Identify relevant standards, Test requirements, Critical Component & Certificates, Regulations etc.)
3. To issue quotation.
4. To liaise client in identifying relevant test to comply with relevant regulatory requirement.

For further information, please contact:

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Customer Support Services (Electrical) Section
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