



satcom division

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FAQs Concerning CPI Purchase of the Assets of MCL

Will CPI continue to provide service support for the MCL amplifiers?

Yes, CPI intends to provide service for MCL amplifiers from its facility in Bolingbrook and the existing 12 MCL third-party service centers. The Bolingbrook facility and the third-party service centers will only service the MCL amplifiers.

Will CPI honor the remaining warranty on MCL equipment?

Yes, CPI will honor all existing warranties.

Whom do I contact for service or RMA number instructions for an MCL amplifier?

Please contact CPI Satcom Division, Bolingbrook Operations. Contact information is:

Tel: +1 (630) 759-9500
+1 (800) 743-4625 (U.S.)
+1 (312) 461-4536 (International)
Email: sales@mcl.com

This information, as well as contact for the third-party service centers can also be found at the Web site www.mcl.com.

Does CPI Satcom, Bolingbrook Operations provide a 24-hour emergency service hotline for customers?

Yes, the phone numbers above are answered 24 hours a day, 365 days a year.

Can I send a non-operational MCL amplifier back to a CPI service center for repair?

MCL amplifiers should be sent only to MCL service centers for repair.

Whom do I contact to if I need to purchase or get a quote for a new amplifier?

CPI Satcom has a global sales team, and often there will be a CPI sales person or representative located in your region. Contact information for the CPI Satcom global sales team can be found on our Web site at www.cpii.com/sales.cfm/4

What is the benefit for former MCL customers to now use CPI amplifiers?

There are several benefits to working with CPI, including the breadth of our offerings, the reliability of our technology and our commitment to customer service. CPI offers a more extensive line of amplifiers than was previously available from MCL. CPI products include TWTAs, KPAs, SSPAs and high power BUCs. CPI invests significantly in many product areas to ensure that we continue to remain innovative and offer state-of-the-art products. In addition, CPI is renowned for providing excellent worldwide service and support. We now offer this "best-in-class" sales support to MCL customers, and we will continue to provide service through the former MCL service network.