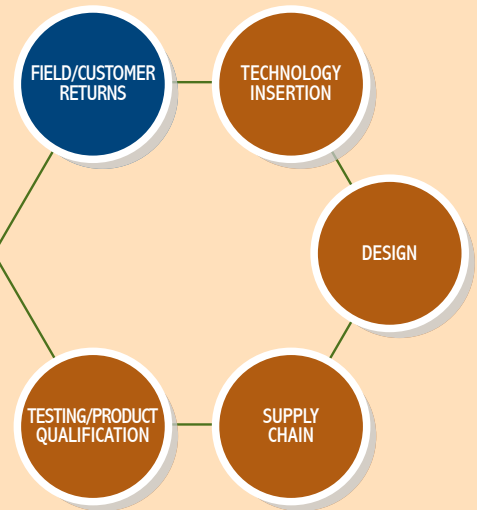


Field/Customer Returns

How Can You Keep Your Products from Being Returned?

DfR Solutions' Special Services Help You Avoid Field and Customer Returns



It is critical to your success that your customers' needs are anticipated and met quickly. This means recognizing potential problems *before* they occur. Returns from customers can be caused by any number of reasons. Depending on the severity of the situation, decisions about products remaining in the field, future purchases, and future designs of analogous products could be affected.

DfR Solutions has the resources to perform extensive failure analysis and make recommendations regarding the products that remain in the field. Beyond just identifying root cause, we can determine potential warranty costs, and make recommendations regarding appropriate corrective actions. DfR's expertise with lifetime prediction and statistical analysis all adds to the finished report, providing a complete picture about your product.

Failure Analysis

The number one requirement for successful failure analysis is the expertise of those conducting it. DfR Solutions is recognized as an expert in the field, with over 50 published articles, presentations to over 250 companies and organizations, and over 500 failure analyses performed.

Our Background:

- o Electrical Engineering
- o Mechanical Engineering
- o Materials Science
- o Chemistry
- o Physics
- o Power Electronics
- o Component/System-Level Packaging
- o Displays
- o Ceramics
- o Metallurgy
- o Fluid Mechanics
- o Circuit Analysis
- o Ph. D., M.S., B.S.

Our Services:

- o Electrical/Parametric Characterization
- o Acoustic Microscopy
- o Optical Microscopy
- o Electron Microscopy
- o Elemental Analysis (EDS)
- o FTIR
- o Ion Chromatography
- o X-Ray Microscopy
- o Infrared Imaging
- o Decapsulation
- o And much more

Product Assessment

- Virtual Qualification (Life Prediction)

Statistical Analysis

- Potential Cost and Options
- Corrective Actions and ROI Benefits
- Lifetime Prediction

Who We Are

DfR was initially formed by several senior scientists and staffers from the University of Maryland's Center for Advanced Life Cycle Engineering (CALCE) for Electronic Product and Systems, and has now expanded to include personnel with backgrounds from several industries (automotive, avionics, contract manufacturing, industrial controls, and superconductors). With years of experience in QRD research and consulting, the personnel at DfR are motivated to provide knowledge and science-based solutions to maximize and accelerate the product integrity and assurance activities of their clients.

How Can We Help You?

For more information about DfR Solutions' Return Services, or any of DfR's other services, seminars or products, call us at 301-474-0607 or email askdfr@dfrsolutions.com.

Let DfR Solutions Take Your Reliability Concerns... and Make Them Ours

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