# Ecliptek Counterfeit Components - Frequently Asked Questions

Rev A

**1.   What is the Ecliptek definition of counterfeit components?**

Ecliptek defines a counterfeit component as a product produced or altered to resemble a product without authority or right to do so, with the intent to mislead or defraud by presenting the imitation as original or genuine.

**2.   Is an Ecliptek data sheet retrieved from an internet source other than Ecliptek valid?**

There are many websites that "data mine" content from Ecliptek's website and other internet sites.  Any Ecliptek datasheet or product information retrieved from any website other than www.ecliptek.com is not valid.  Please use Ecliptek's website to access the most current revision of datasheets and product information.

**3.   What types of Ecliptek products might be subject to counterfeiting in the marketplace?**

Any crystal or oscillator product offered by Ecliptek could be subject to counterfeiting in the marketplace.

**4.   How can a customer avoid purchasing counterfeit Ecliptek products?**

To avoid purchasing counterfeit products, it is recommended that the customer only buy from an Ecliptek Authorized Distributor.

**5.   How can a customer identify an authorized Ecliptek distributor?**

The Ecliptek Authorized Distributors page on our website is the sole valid listing of distributors authorized by Ecliptek.

**6.   What if a customer chooses to buy from an unauthorized distributor?**

If a customer elects to purchase Ecliptek product from a company not listed as an Authorized Ecliptek Distributor, Ecliptek strongly recommends that you utilize our Product Traceability Request System to attempt to verify that the product was manufactured by Ecliptek.  Ecliptek's Product Traceability Request System can assist our customers in communicating directly with Ecliptek to confirm transaction history.

**7.   Why is it important to purchase product from an Ecliptek authorized distributor?**

In order to assist Ecliptek with counterfeit prevention, our authorized distributors are committed to the following:

- Will purchase Ecliptek products directly from Ecliptek
- May purchase Ecliptek products from other Ecliptek authorized distributors
- Will not purchase Ecliptek products from any other source

**8.    What is a Manufacturers Certificate of Compliance (MCoC)?**

A MCoC is a published compliance statement made by the original component manufacturer (OCM).   The OCM is the manufacturer of the component, in this case Ecliptek.  The MCoC is only included with the shipment of the product to the Authorized Ecliptek Distributor.  The MCoC certifies that the material furnished under the packing slip meets all of the specifications as set forth on the applicable Ecliptek data sheet(s).

**9.    What is a Certificate of Compliance (CoC)?**

A CoC is a published compliance statement made by any company that sells Ecliptek product, other than Ecliptek (OCM).

**10.    Does a customer need a CoC if the product is purchased from an authorized Ecliptek distributor?**

The need to request a CoC from an Authorized Ecliptek Distributor is a decision to be made by the customer. However, customers purchasing Ecliptek product from an authorized distributor can be assured that the product can be tracked back to a traceable transaction with Ecliptek.

**11.    Can a customer obtain a CoC from an Ecliptek authorized distributor?**

Customers needing a CoC should contact an Authorized Ecliptek Distributor and request a CoC.  Compliance to customer CoC requirements is the sole responsibility of the authorized Ecliptek distributor.

**12.    Does a customer need a CoC if the product is purchased from an unauthorized distributor?**

The need to request a CoC from an Authorized Ecliptek Distributor is a decision to be made by the customer. However, Ecliptek does not recommend that its customers rely on CoC statements or documents provided by an unauthorized distributor in determining if the purchased product was produced by Ecliptek.

**13.    Can a customer obtain a CoC directly from Ecliptek?**

Ecliptek does not provide customers with CoC's.  Ecliptek only provides a MCoC to our authorized distributors for products sold.  In an effort to combat counterfeit components, Ecliptek does not provide a MCoC or other type of CoC to any other party.  Compliance to all customer CoC requirements is the sole responsibility of the Authorized Ecliptek Distributor.

**14.    Can a customer obtain a MCoC directly from one of our authorized distributors or from an unauthorized distributor?**

A MCoC can be duplicated and is easily subjected to counterfeiting.  An Ecliptek MCoC sent to a customer from any other party, including our authorized distributors, is not valid.  Compliance to customer CoC requirements is the sole responsibility of the Authorized Ecliptek Distributor.  CoC's provided to the customer must originate from the authorized Ecliptek distributor.

**15. How can a customer properly identify counterfeit Ecliptek products?**

Due to the complexity of the product and the capabilities of counterfeiters, customers can not reliably detect counterfeit Ecliptek products. Because of this, Ecliptek recommends that customers avoid the expense and resource allocation required to implement detection methods and mitigate this issue by only purchasing products from Authorized Ecliptek Distributors.

**16. Can anyone, other than an Authorized Ecliptek Distributor, sell Ecliptek Product?**

Yes, unauthorized sources are able to sell Ecliptek product. Ecliptek recommends that you purchase Ecliptek product from Authorized Ecliptek Distributors who have a legal agreement with Ecliptek to market, store, purchase and sell Ecliptek products.

**17. What should a customer do if they suspect that they might have counterfeit Ecliptek products?**

Ecliptek maintains product traceability in the form of a record for every product it has produced and sold. This data enables Ecliptek to offer a Product Traceability Request System. Customers and/or their subcontractors can contact Ecliptek directly to confirm if the Ecliptek product they procured can be tracked to a transaction with an Ecliptek Authorized Distributor.

**18. How can I obtain a current Ecliptek data sheet?**

Please use the tools found on the Ecliptek website to access the most current revision of datasheets and product information.

**19. Who do I contact if I have additional technical questions about Ecliptek counterfeit component issues?**

Communication between Ecliptek and the customer about counterfeit component issues is critical. Because of this, the Ecliptek Anti-Counterfeit Team has been established to assist customers and authorized distributors with their questions about counterfeit issues and to aid in their investigation of Ecliptek counterfeit components. Please contact the team if you have any questions related to counterfeit components.