

# Digi-Key® Services

## Product Information

### PROGRAMMABLE OSCILLATORS:

Digi-Key offers Programmable Oscillators from several manufacturers. There are several SMT and Thru-Hole options available to choose from. Frequencies ranging from 1.000Mhz ~ 200.000Mhz are available depending on the electrical characteristics that are chosen.

### DIGI-REEL®:



A Digi-Reel is a custom quantity reel of continuous cut-tape made from a manufacturer's reel. A 15-inch leader and trailer, complete with sprocket drive holes, are attached so that the sprocket holes are aligned enabling direct and flawless feeding into automated board assembly equipment. It is then rewound on a plastic reel according to Electronics Industries Alliance (EIA) standards. In most instances, we can assemble this item specifically for your order and ship it the same day. If you place this item on your order, it will show up backordered. We will contact you if we are unable to fulfill your order.

A £4.00 "reeling fee" will be charged for each reel and will be included in the cost of your reel.

Digi-Reels are a custom product and are non-cancelable and non-returnable.

### CABLE ASSEMBLY SERVICES:

Digi-Key offers several different types of ribbon cable assemblies in a number of standard lengths. We also provide assorted pre-terminated jumper wires in several different colors and lengths as standard products.

We have the capabilities to offer ribbon cable assemblies in many different custom configurations and lengths as well as some jumper wires. We can also provide a limited number of discrete wire assemblies, depending on tooling and quantity.

## Department Information

### TECHNICAL SUPPORT:

Among the more than 100 individuals who comprise Digi-Key's technical support group are our Technical Support Specialists and Product Managers. These individuals field the hundreds of thousands of telephone calls and inquiries Digi-Key receives each year regarding product specifications and applications. Technical Support Specialists are available to answer questions and offer product suggestions 24 hours a day Sunday 6:00pm GMT — Saturday 6:00am GMT via telephone and email (techs@digikey.com). Digi-Key's factory-trained Product Managers work directly with our supplier partners and provide expertise in specific product areas.

### QUOTES:

Digi-Key provides quotations regarding price and availability upon request. Staffed 24 hours a day, 7 days a week, 365 days a year, Digi-Key's Quote Department offers around-the-clock quotes in many different currencies. Digi-Key will provide you with a quotation that includes stock status, lead-time of product, pricing, RoHS status and substitute information for obsolete/discontinued parts if available. Although Digi-Key accepts different formats for quoting, using an excel spreadsheet with complete and detailed instructions will enhance and expedite your quote request. It is our goal to supply each customer with complete and accurate information in a timely manner. Quotes are accepted via email, fax, telephone, internet and mail for your convenience. More detailed and specific quoting instructions are available at [uk.digikey.com](http://uk.digikey.com).

## Additional Information

### STATIC PROTECTION:

Protection of static sensitive parts is a MUST in today's semiconductor market.

To ensure the quality that Digi-Key customers have come to expect, the Digi-Key Static Control Program includes proper static safety protection in the following areas: • Receiving, Incoming Inspection, and QC • Product Storage • Order Picking • Final Inspection • Packaging and Shipping

Shielded metallized bags are used in order picking and any time static sensitive product is being handled within the building. 100% recyclable paper packaging (low static generating) is used in packaging and shipping.

As our program is continuously updated with the latest static control technology, you can be reassured that Digi-Key's static sensitive parts are quality safe, *all the way to your door step!*

### RoHS COMPLIANT PRODUCT:



Digi-Key continues to work with its more than 350+ supplier partners to provide customers with RoHS compliant product. Symbols are used to identify compliant product in the catalog. When an entire page or series of product is compliant, a symbol appears at the top of the page or section. In situations where a series of product is not all compliant, the compliant product is identified by a ♦ symbol beside the Digi-Key part number. Our Integrated Circuits section will identify compliant product with an asterisk (\*) beside the part number description. Please note that due to inventory turns, fluctuations, and catalog cycle times, the most current and accurate information is available at [uk.digikey.com](http://uk.digikey.com) or by calling Freephone: 0-800-587-0991 or 0-800-904-7786. Product that is available in cut tape and/or full reels should be reviewed prior to ordering to ensure that you receive your preference.

### PTM ONLINE . . . ON DEMAND® PRODUCT TRAINING MODULES:

Located on our flagship Web site, [uk.digikey.com](http://uk.digikey.com), Digi-Key's PTM Online . . . On Demand® is a comprehensive library of more than 200 training modules produced by Digi-Key in cooperation with over 70 of our supplier partners. Ranging in length from five to 60 minutes, these informative modules are available in both audio and non-audio versions. Providing engineers with information about the latest products and technologies, these web-based learning tools facilitate faster time to market and are a continuation of Digi-Key's long-standing commitment to service all of our customers' needs – from prototype through production.

### LANGUAGE SUPPORT AND CUSTOMER SERVICE INFORMATION:

While all Digi-Key inventory ships from its Product Distribution Center located at its headquarters in Thief River Falls, Minnesota, USA, Digi-Key does support its customers through a number of Language and Customer Support locations. These centers are located in The Netherlands, Hong Kong, South Korea, and Japan. In addition to language support, these centers provide customer service and technical assistance.

### EMAIL NOTIFICATION SERVICES:

In addition to providing order shipment and tracking information via email, Digi-Key offers a number of email services to its customers. These services include Obsolete Part Bulletins and other important product-related messages. These messages, as well as promotional emails announcing new products and vendor offerings, are sent to select customers and are based on order histories. Additionally, occasional email messages are sent to inform customers of changes to our services, such as hours of operation, new services, and other service-related notices. Customers who do not wish to take advantage of these notification services may use an opt out option available on Digi-Key's Web site to discontinue any or all services.

## Conversion Table

inch to mm . . . . .	mm to inch . . . . .	mm ÷ 25.4	°C to °F . . . . .	(C x 1.8) + 32
inch to cm . . . . .	cm to inch . . . . .	cm x .3937	°F to °C . . . . .	(F - 32) ÷ 1.8
feet to meters . . . . .	meters to feet . . . . .	meter x 3.28084	ounce to gram . . . . .	oz. x 28.349
Voltage = Current x Resistance		Watts = Volts x Amps		VA = Volts x Amps

**Free shipping on orders over £50! All prices are in British pound sterling and include duties.**  
 2 (UK091) [uk.digikey.com](http://uk.digikey.com) — FREEPHONE: 0-800-587-0991 • 0-800-904-7786 — FREEFAX: 0-800-587-0992 • 0-800-904-7783