

The greatest danger caused by electrostatic discharge is “latent damage” to the (operating) components. At final inspection this damage is not visible so the product are going into the production process damaged.

**Problem:**                      **Badly functioning of:**      All electronic equipment  
No guarantee of reliability  
High repair costs  
recall Actions  
Unsatisfied customers, loss of customers  
bad reputation  
Loss of cooperation contract

**Collocutor:**                      ESD-Manager / Quality control manager

**Danger:**                              Failure of the equipment to unforeseen time. Depending on the type of consumer electronic equipment, loss of data even human lives can be in danger. Do not open an electronic device, ESD damage is differently guaranteed, You will loose your warranty  
More damage to sensitive components than before the unit was brought in for repair.  
Loss of cooperation.

**Measures:**                              Take the necessary ESD measures to ensure well-functioning of equipment. Set the necessary requirements to your suppliers, if not, the repair costs will be extremely high.

**Precautions:**                              ESD training  
ESD safe floors  
ESD access  
ESD racks  
ESD tables  
ESD chairs  
ESD-trolleys  
ESD packing  
ESD safe tools  
ESD-Field Service-kit  
ESD cleaners  
ESD clothing  
ESD shoes

**IEC 61340-5-1:2007 -of- ESD S20:20 standards**