

Technical Service Bulletin

Product: All Products
Purpose: Communicate Advance Replacement Process
Date: 5/3/2004

Purpose

The purpose of this document is to assist the customer in the replacement of defective (non-conformance) units in advance of receiving them. This is defined as an **Advance Replacement**, part number AWS1136 for a cost of \$100 per unit.

Procedure

Step1: Request for Advance Replacement

- The customer should call **1-877-712-7266**, (option 6) to request an advance replacement. Ascom Wireless Solutions Inc. (AWS) personnel will ask the customer for the following information:
 - Company name and contact person
 - Type and quantity of defective units to be returned
 - Serial numbers of these defective units (if applicable)

Note: If these items are not available when the customer places the advance request, the request may be delayed.

Step 2: Protection Coverage

- AWS will determine if the customer's units are covered by the *Product Protection Plan* or by regular warranty.
- **If covered by Product Protection Plan**, AWS will ask for the protection plan number.
- **If covered by warranty**, AWS will verify that a warranty claim can be granted.
- The customer shall be informed of the advance replacement fee and asked to FAX a purchase order for the applicable amount before the replacement may ship.

Note: *Advance Replacement of infrastructure is covered under Pavilion Protection Plan.*

- **If not covered by warranty**, AWS will inform the customer of the advance replacement fee and applicable repair/replacement cost.
- FAX the purchase order to **919-234-2526**.

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Step 3: Assign a RMA Number

AWS will assign and inform the customer of the Return Material Authorization (RMA) number. The customer will also receive a prepaid shipping label for the return, and must return the defective units to AWS within 10 working days from receiving the replacement units or an invoice will be sent.

Additional Information

If you have any questions about this program please contact your AWS Regional Channel Manager.