

## ***Returned Material Authorization Process***

### ***Purpose***

To provide a controlled and uniform method for the return of portable handsets, pagers and receivers to Ascom US.

### ***Procedure***

**Step 1:** Call Ascom customer service at 1-877-712-7266, option 3, or send an e-mail to rma@ascomwireless.com and request a Returned Material Authorization (RMA) number.

**Step 2:** Complete the RMA form, note the RMA # on the RMA form and on the outside of each shipping container. Return material to:

**Ascom US  
598 Airport Blvd, Suite 300  
Morrisville, NC 27560**

### ***Repair Offering***

Upon receipt of the returned material(s), Ascom technical personnel will analyze/verify the problem and disposition of the units. Warranty status will also be determined.

Ascom offers five categories of service for all units. The repair categories are:

**Repair.** Mechanically and/or electrically repair the defective unit and update the software.

**Repair and Refurbish.** Mechanically and/or electrically repair the defective unit and upgrade the software as well as replace the cabinet, key pad and display lens.

**Refurbish only.** Upgrade the software, replace the cabinet, replace the key pad and display lens.

**Replace Lens.** Replace the display lens.

**PCB Replacement.** Replace the PCB when extensive board level repairs are required.

#### **Service Repair for Telecourier (U912T/U5012T and H912T/H5012T) and Teleprotect products (U970 and U971):**

1. Generally, Telecourier products (except "H" models) will be repaired locally. If parts are not available, some repairs may need to be completed by the repair center in Sweden.
2. Teleprotect products will be sent to the repair center in Sweden for repair.

*Note: Telecourier products circuit board will be replaced as needed for and an additional fee.*

### ***Repair Fee***

Replacement products or repair service charges require a credit card authorization or a written purchase order detailing the requested work. The processing of the RMA cannot be completed until all units are accounted for with a purchase order or credit card authorization.

If the unit(s) is/are within the warranty period, repaired or refurbished unit(s) will be shipped to the customer within 48 hours, using Ground service, unless other arrangements have been made.

### ***RMA Expiration***

RMA numbers and associated repair costs are valid for 30 days. Ascom technical personnel will contact the customer to advise of repair costs. If after 30 days, a PO or credit card authorization has not been received for the repair costs, the materials will be returned to the customer unrepared. If the customer still wishes to have the materials repaired, a new RMA request will have to be made and associated repair costs will be reevaluated when the materials are returned to Ascom US.