



## FREQUENTLY ASKED QUESTIONS ON THE RMA SYSTEMS AT Cisco/SA

1. Why do I need to provide Cisco/SA part numbers when requesting an RMA?
  - Providing the Cisco/SA part number when requesting an RMA enables us to improve the receiving process and quickly identify products that were shipped in error. If the correct part number is not provided at the time of RMA entry, the subsequent documentation you receive will be confusing; it may appear that there are more units to be received when the RMA is complete. Refer to the sample Receipt Notification included in this packet for more information.
2. What is the maximum number of units I can return in an RMA?
  - The limit is 250 units for all Subscriber equipment repairs and 50 units for all Transmission repairs.
3. Do I need to return accessories such as, power cords, installation CD, user guides, etc.?
  - No, please do not return any accessories when returning product for repair.
4. Can I obtain an RMA on-line through the Cisco/SA web site?
  - Not at this time. Cisco/SA is currently looking into the feasibility of providing this service on our Customer Self-Service Suite (CSS). In the meantime, you may request an RMA by completing the RMA request form enclosed in this packet and faxing it to your Customer Specialist. Additionally, a softcopy of this form can be provided so that you may e-Mail it to your Customer Specialist or to [cisco-sa-customer-service@cisco.com](mailto:cisco-sa-customer-service@cisco.com).
5. Should I complete and attach a failure tag to units returned for repair? How can I obtain failure tags?
  - Attaching a failure tag with a clear description of the symptoms will help us diagnose the repair more quickly and accurately. Failure tags can be sent to you at no charge. Specific part numbers are included within the enclosed repair policy. Contact your Customer Specialist to place an order.
6. How should I package equipment being returned?
  - It is preferable that the original packing, including any anti-static and foam wrapping be used on all returned products. Should the original product packing not be available, then adequate packing should be used to prevent damage during transit. Equipment that is damaged in transit may result in the warranty being void and could result in our inability to repair the equipment.
7. Where should I ship my equipment to for repair?
  - The return address will be listed on the RMA confirmation to be provided to you by your Customer Specialist.
8. Who pays for freight charges?
  - Please send the failed units prepaid to Cisco/SA. Cisco/SA will pay for freight on the return shipments regardless of warranty status for Subscriber products, but only if under warranty for transmission products. Freight charges will be added to the repair invoice if applicable.

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9. What is the typical repair turn-around time for products being returned?

- The typical repair turn-around time is 30 days from receipt at our dock to shipment, unless specific contractual requirements exist.

10. How long do I have to return the equipment after an RMA number is issued?

- You are strongly encouraged to send the failed units to Cisco/SA as soon as possible since the warranty period is determined based on the date the failed unit is received at our warehouse. An RMA number is only valid for 60 days, and you will have to contact your Customer Specialist to reactive the RMA number when it is expired.

11. Does Cisco/SA warrant their repair service?

- Yes. The repair warranty is typically 90 days from time of repair. **Note:** Repair warranty only applies to units that were repaired. Units that were determined to be UTD/UTR have no repair warranty.

12. What details are provided on the repair summary?

- Repair Summary now provides an overall summary of the RMA repair activities by in-warranty, out-of-warranty, goodwill and void warranty by overall quantity and percentage of RMA. A summary breakdown is provided for each product family. In addition, a delivery summary is provided in Section 3 of the report that details prior deliveries of the RMA and balance of outstanding units in the RMA.

13. I have misplaced the repair summary. How do I get a duplicate?

- Please contact your Customer Specialist whom is glad to send you a copy.

14. Can I obtain a more detailed report of failure details?

- Yes, we can provide a single page report for a specific serial number on an RMA. Or if you require full detail of the entire RMA, we can provide a softcopy of all products repaired in an RMA. To request either of the above, please contact your Customer Specialist.

15. What information can I get from my repair invoice?

- The new invoice format details warranty status and serial number information.

16. Can I obtain details of exchange units?

- Yes. A report listing details of the unit replaced (P/N serial number, MAC address), together with the full detail of the exchange unit, is provided with every shipment. If you need additional copies of this report, contact your Customer Specialist.

17. Can I get a softcopy of the exchange report?

- Please contact your Customer Specialist for a copy.

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18. Can I determine which units were repaired under warranty?

- Yes. The packing slip and invoice provides serial numbers of the units repaired under warranty.

19. How can I determine if a product is covered under warranty?

- If you have access to our Customer Self-Service Suite (CSS), warranty information for all Subscriber equipment and some Transmission equipment can be obtained under the [SNT FREQUENTLY ASKED QUESTIONS ON RMA](#) tab. If you do not have access to the Customer Self-Service Suite, request access on-line at: [https://online.sciatl.com/cleartrust/ct\\_logon.asp?CTAuthMode=BASIC&ct\\_orig\\_uri=/customerselfservice/](https://online.sciatl.com/cleartrust/ct_logon.asp?CTAuthMode=BASIC&ct_orig_uri=/customerselfservice/) or contact your Customer Specialist for assistance.

20. Why have I been billed for a product repair that was under warranty?

- Charges could apply to units if no problem is found, cosmetics are replaced or if the unit is determined to be uneconomical to repair. In instances where equipment is tampered with or damaged, then the warranty is void. If you have questions on specific repair invoices, please contact your Customer Specialist.

21. Why is my warranty voided?

- The product warranty is void if the failure is the result of shipping damage; improper installation, maintenance or use; abnormal conditions of operation; attempted modification, repair or tampering by the purchaser; use of the items in combination with other items; or an act of God.

22. What is UTR? Can I determine which units were designated as UTR?

- UTR means “unable to repair”, formerly known as “beyond economic repair” (BER). Set-tops found to be UTR unit will be returned to the customer and a fee will be charged. For Transmission equipment, your Customer Specialist will contact you to verify disposition of the unit. It can be returned to you with an evaluation fee totaling 50% of the normal repair charge, or the unit can be scrapped by Cisco/SA and no charges apply. The units identified as UTR will be indicated on delivery documentation included in the shipment.

23. What is UTD?

- It means “unable to duplicate”, formerly known as “no problem found” (NPF). If no problem can be identified with a unit, it will be tagged UTD and returned to the customer. A processing and handling fee will apply.

24. Can I replace cosmetic parts, such as covers and front panels, without voiding the warranty? How can I purchase cosmetic parts?

- Cosmetics can be replaced without voiding the warranty on digital set-tops, as long as warranty seals are not broken and no additional damage is caused to the unit. Cosmetic parts for set-tops are available for purchase through Cisco/SA. Contact your Customer Specialist for more information.



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25. Does Cisco/SA provide a fumigation service to products that are infected with insects, bugs, etc?

- No. We do not provide fumigation service. Check local regulations and see a reputable pesticide company for assistance with fumigation.

26. Can I check the status of my RMA on-line?

- Not at this time. Contact your Customer Specialist with questions on repair status.

27. How can I obtain a repair price list?

- A repair price list for Subscriber equipment (set-tops and cable modems) can be obtained by calling your Customer Specialist. A repair price list is not available for Transmission parts but individual requests can be handled by your Customer Specialist.