

Hello Customer,

For the future, and to get acquainted, allow me to introduce you to some key people at IntelliPower associated with the RMA Service Center.

Your first contact to request RMA service is handled by **Vladimir** for both warranty and non-warranty repairs. Attached is the blank RMA Request Form that needs to be completed to start the process. Return the form via email for a number to be issued. Then when the hardware is shipped to Vladimir, attach the form for our receiving purposes.

I, **Roland Jaworski** RMA Service Center Manager, will be your contact for all service issues including quotes, PO acceptance, status of progress and priority setting.

Antonio is the shipping supervisor and the source of all things associated with special shipping instructions like SCAT, packing list requirements, and tracking information.

Wendy processes the invoices and archives documentation.

Ron Ochsner is the Director of Quality. We never have to get him involved ;).

Rhonda is our customer support representative and available for any issues, including new purchases, we cannot resolve for you. She reports to the VP and can quickly solve problems.

Again, welcome to the world of RMA!

The IntelliPower RMA process is as follows:

The current lead time is running about 60 days and there is a standard service fee for each model out of warranty without physical damage.

The IntelliPower RMA process starts with completing the attached RMA Request form for each unit the best you can, particularly the Model, Serial Number, the ship to address, and returning it via email to the distribution.

We will assign a warranty or non-warranty RMA number for tracking purposes to be included in the return shipping box. Please make sure these are packaged properly to avoid any shipping damage. If you do not have the proper packaging, please contact us.

Send to attention Vladimir Silva. We are ready to service them. The ship to address is on the RMA Request Form:

1746 North Saint Thomas Circle, Orange, CA 92865

A confirmation of the problem or service will begin upon receipt. The turnaround time will be determined as a function of the RMA FIFO, scope of work and your schedule needs. Expedited service is available for a \$750.00 fee.

Non-warranty repairs are warranted for 6 months. Minimum bench charge for evaluation is \$750 which is applied to the final repair fee. Sales can provide the price and lead time for a new unit if requested.

Tier 1 Failure Analysis to the subassembly is included. Tier 2 Failure Analysis to identify the failed component is by request only and incurs a fee. Tier 3 Failure Analysis to identify the failure mechanism of the component is not available by IntelliPower. We will assist with this step when requested.



Customer pays for shipping to IntelliPower. Return shipping will be added for non-warranty service.

It is a pleasure doing business with you and serving you. I am available for any assistance you may need in this matter. My contact number is 714-921-1580.