

Hello Customer,

From your description, I suggest you return the unit for service. The RMA process follows.

The current lead time is running about 60 days and there is a standard service fee for each model without physical damage. Our plans to expand the service center this summer is expected to cut the turnaround time in half. If this does not meet your needs, please let us know and we will make our best effort to comply.

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

We will assign a 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 the attention of Vladimir Silva. We are ready to service it. 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 commence upon receipt. The turnaround time will be determined as a function of the RMA FIFO, scope of work and your schedule needs. An evaluation only request is \$750.00. Expedited service is available for a \$750.00 fee. Non-warranty repairs are warranted for 6 months.

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.

The 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 aid you may need in this matter. My contact number is 714-921-1580.