

RETURN MATERIAL AUTHORIZATION FORM

Send this completed form to AnaCom's Technical Support team to request an RMA number **prior to returning an AnaCom unit for repair**. An **approved** copy of this form, including your assigned RMA number, must be included with the unit when it is returned to AnaCom for repair.

ALL FIELDS OUTLINED IN RED ARE REQUIRED

(borders on required fields are thicker)

TROUBLESHOOT

Please check the following:	Power LED (Green Light)	Alarm LED (Red Light)
All cables connected Power cable plugged into power outlet	<i>Select one only:</i> Stable (always on) Off Blinking	<i>Select one only:</i> Stable (always on) Off Blinking

FAULT INFORMATION

TX Faults: Describe any transmit faults	RX Faults: Describe any receive faults

Unit Alarms

(Find in Supervisor 10's ODU Monitors window OR Type "alarm" into the terminal window in Supervisor 10)



Example Alarm & Warnings panel in Supervisor 10's ODU Monitors window with a RXOUT error

RETURN PRODUCT INFORMATION

Unit Serial No.		Frequency used to transmit:	AnaCom will assign you an RMA number upon initial receipt of this form RMA No.:
Model No.:			
*LNC Serial No.:			

* If possible, the LNC and LNC cable should be returned with the AnaCom unit. This will allow for a more thorough evaluation.

CUSTOMER CONTACT INFORMATION

Company:			
Contact Name:		Address:	
Phone:			
Fax:			
E-mail:			
Send form to: Suzanne Okubo Fax: 408-519-2063 Email: suzanne@anacominc.com	Ship to: AnaCom, Inc. 1961 Concourse Drive San Jose, CA 95131, USA Attn: Repair Dept.	Technical Support: Gary Tan Phone: 408.519.2062, ext. 36 Email: techsupport@anacominc.com	

An approved copy of this form including your assigned RMA number must be included with the unit when it is returned to AnaCom for repair.