

# WiseConn Hardware Warranty and RMA

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## Introduction

This document explains the procedure for WiseConn technical service.

## Glossary

- **TS** : Technical Service. After-sales service, which belongs to the Operations department. Dedicated to the revision and repair of WiseConn products.
- **RMA** : Return Merchandise Authorization. Registration (numerical) that associates all the equipment received to a single number for reference.
- **TS Certificate** : Document where the client can see the details and the results of the technical inspection.
- **Quotation**: Commercial document where the values of time, inspection, and repair of equipment. Values of necessary inputs or spare parts are indicated.
- **PO**: Purchase order. Commercial agreement document from the client to perform the quoted work.
- **Support Ticket**: Web platform where the customer can interact with technical service, files, and information about the problem reported in equipment.
- **Type of products** : Classification in WiseConn product lines or function within the equipment network.
- **Technical Support** : Team of employees dedicated to customer service.

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## 1. Procedure for sending equipment to Technical Service

This procedure will work in one of these two ways:

1. Normal requirement
2. Fast / Urgent requirement

### **RMA Number #**

Regardless of the urgency, an RMA number will need to be created for all returns. This will be released from the technical service department for both cases. This will be a correlative number with the following characteristics:

### **MMYYCORR**

- MM: Month
- YY: Last two digits of the year
- CORR: Correlative number per month

Example: 0418003

This was the third RMA in April 2018

- Normal requirement

This will apply when the dealer or customer ships or brings the faulty unit to our office, requesting repair or a replacement part. This will be received by our technical service technician (Workshop), who will be in charge to determine the diagnosis and also if it applies for warranty or not. After this, the Production Lead Technician will ship out the replacement (new or refurbished), or the same one returned, repaired.

The minimum information required will be:

- ❖ Equipment description
- ❖ Failure description
- ❖ Farm or Account (DropControl)
- ❖ Dealer Contact information (name, phone number, and address)

For this purpose, please fill out the equipment data in the Return Merchandise Authorization (RMA) Form (Download here in editable [Excel](#), [PDF](#) or [Google Sheet](#) document)

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- **Fast / Urgent requirement**

This will apply to a direct request from any sales agent who will manage the contact with the dealer or customer to determine the “urgency” of the requirement.

This situation will be processed as fast as possible with an expected lead time of up to 24 hours to ship a replacement part.

This will be activated with the same Sales activation process we use for a sales order. This means that it will be activated with a Sales Order (email) and **invoiced to the dealer/client. A Purchase Order # will be required for activation.** To speed up the process, please ask the dealer for a Purchase Order # at the time they request an urgent replacement shipment.

The dealer has to return the faulty product at its earliest convenience for technical service to inspect and determine if it applies for warranty or not:

- a. If it applies for Warranty:** A credit will be released for the invoiced equipment.
- b. If it does NOT apply for Warranty:** a Technical service report will be sent to the dealer with the diagnosis and results of the test explaining why it doesn't apply for warranty. An invoice will be processed for collecting.

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## The process required to activate an urgent RMA is:

- 1.- Send an email to "[sales@wiseconn.com](mailto:sales@wiseconn.com)" requesting RMA attention.
- 2.- The required description must be:
  - Product description
  - Quantity
  - GW description (if required): Verizon or AT&T SIM
  - Glands or No Glands
- 3.- Shipment information
  - Contact
  - Address
  - Phone number and email
- 4.- Header of the email
  - Must start with "RMA" plus the following description:
    - Dealer / Customer
    - Project
    - Date
    - Example:
      - RMA - IDC // March 15th 2020.

*\*\*All lead times are assuming equipment is in stock - if it's not, then it will be defined by manufacturer lead time.*

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## 2. Response times from Technical Service

WiseConn's technical service has a phased approach as outlined below.

### Equipment reception (1 working day)

At this stage, the customer is notified that the equipment has been received satisfactorily. In this way, it is confirmed that all the products sent by the customer are received.

The information is shown in the document that will be attached to the service report created when the problem is reported.

### Equipment diagnosis

The equipment diagnosis lead times will be determined by the quantity of items received:

#### **Up to 20 units:**

The maximum lead time will be 2 weeks (10 working days) after the faulty unit is received.

#### **Over 20 units:**

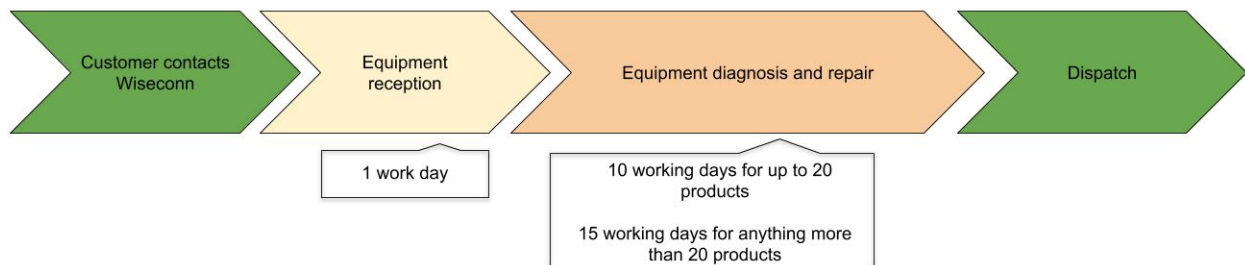
The maximum lead time will be 3 weeks (15 working days) after the faulty units are received.



In addition to its commercial definition (warranty or customer cost), the customer will have the response from technical service with the status of each piece of equipment. This will include the detailed diagnosis, the inputs needed for repair or replacement of components and reconditioning of equipment in general for optimal performance, the hours used in review to generate diagnosis, and the hours to be used in repair and reconditioning. This information will be transferred to the dealer / customer.

If not covered by the warranty, the quote will be added to the diagnostic which will indicate the charges associated with the care including labor and parts.


### Flowchart



*Flowchart - Time of care*

### 3. Return Merchandise Authorization Form

The following is the return merchandize authorization (RMA) form and details for each required box



Return Material Authorization (RMA) Form

RMA #	
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General Information

Company	
Name	
Phone	
Email	
Date	

Equipment Information

Item	Product	Farm	Quantity	Serial number	Description of error(s) and attempted repairs
1					
2					
3					
4					
5					
6					
7					
8					

Comments

<div style="background-color: #cccccc; padding: 2px; font-weight: bold; margin-bottom: 5px;">Shipping Address</div> RMA # 4589 N Marty Ave, Suite 102 Fresno CA, 93722	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Customer Signature
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Figure 1. RMA form

## General Data

General information	
<b>Company</b>	<i>Company or dealer name</i>
<b>Name</b>	<i>Name of point of contact for the return</i>
<b>Phone</b>	<i>Phone number for point of contact</i>
<b>Email address</b>	<i>Contact email address</i>
<b>Withdrawal date</b>	<i>Specify the date when the item is uninstalled</i>

Figure 2. RMA Form - General Data

## Equipment details and error description

In this section the product must be filled in with its serial number and the fault observed, along with any attempted repairs. Example data is shown to be filled in to describe the problem presented by the customer.

Equipment Information					
Item	Product	Farm	Quantity	Serial number	Description of error(s) and attempted repairs
1	RF-X1-900HP-WG	Pistachios	1	652003	Failed to synchronize, swapped Xbee
2					
3					
4					
5					
6					
7					
8					

Figure 3. RMA form - Description of the problem

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The serial number can be found in two formats as shown in the appendix:

Serials with prefix DRP for example DRP050420001353 or DRP12170876

Serials with reference to the Lot #number for example 1231005 or 915036

Attached are reference images to locate and identify the serial number of the equipment. It should be noted that the DEVICE ID label identifies the complete node that includes the PCB IDs inside

## 4. Determine Warranty Eligibility

### Warranty policies

The WiseConn device has a **12 month warranty** for all its parts and components against possible defects in manufacturing and materials, provided that they are used for their purpose and maintained according to the instructions.

This applies to equipment failures, but does not apply to installation, extreme weather events, misuse, theft or vandalism, physical or electrical damage. The warranty period is considered from the shipping date of the equipment.

Defective parts are replaced by new ones with the same capacity. No compensation is included for non-functioning or problems that may arise. The original warranty period is not extended when a part is changed or replaced within the warranty period.

The devices will be inspected by a qualified technician to determine if the equipment can be repaired or it should be replaced. The costs of this will depend on the status of the device (if it is under warranty or not) and also the kind of reparation.

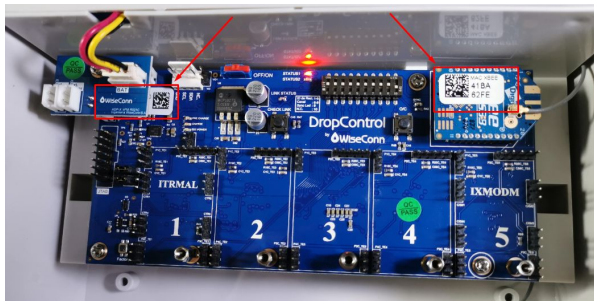
WiseConn won't be responsible for the consequential damages caused by the non-function of the equipment.

## Annex: Example Device ID placement

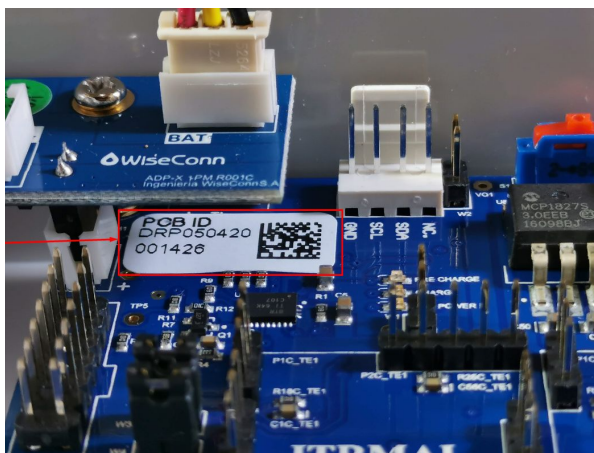
Serials with prefix DRP for example DRP050420001353 or DRP12170876

Serials with reference to the Lot number for example 1231005 or 915036. The last three digits always indicate the number within the lot. Any digits before the last three indicate the lot number in Operations. If the serial number is 1231005 then we know this product is the 5th item of Lot 1231.

Attached are reference images to locate and identify the serial number of the equipment. It should be noted that the DEVICE ID label identifies the complete node that includes the PCB IDs inside (each part like PCB, Xbee for example)



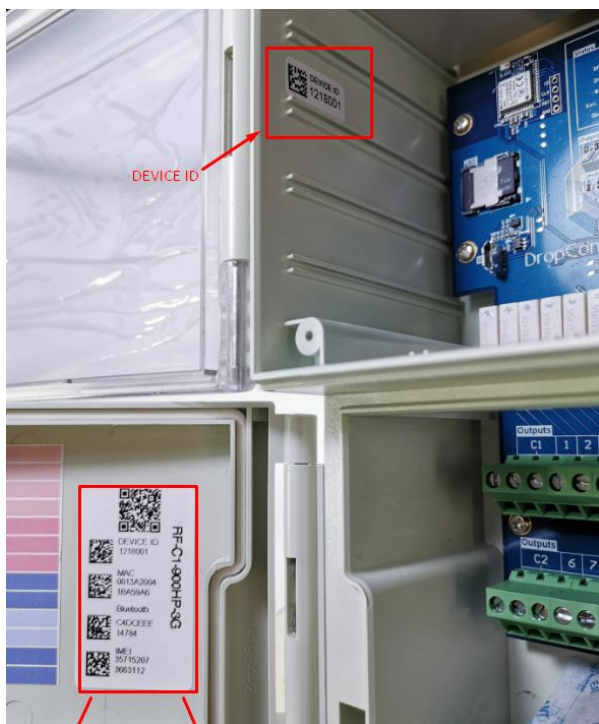
*PCB Wpan in node RF-X1, to the left under the PM Board you can see part of the label that identifies the serial of the Wpan PCB, to the right you can see the label of the Xbee radio (ex 41BA62FE)*



*Wpan PCB serials in RF-X1 node  
(PCB ID DRP050420001426)*



EXP4-LATCH with ID 1134297

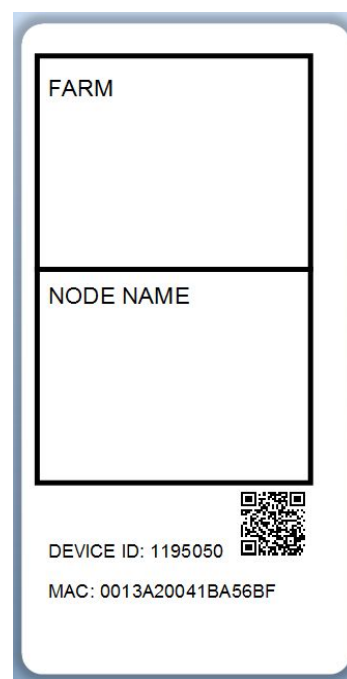


Device ID RF-C1 Device (e.g. ID 1218001) to the left side of the device

RF-C1 equipment has an inside tag where the complete equipment IDs are grouped



PCB ID MOD10DI-10R with a label specifying its serial (e.g. PCB ID 1177017)



Device ID, and MAC outside the RF-M1 device (e.g. ID 1195050). Device ID format is on the outside of the RF-X1 and RF-M1 nodes.

Device ID in this example is 1195050 and below you can get the mac of the Xbee radio, in this example 0013A20041BA56BF