|  |  |  |  |
| --- | --- | --- | --- |
| **Date:**  |  | **TDK RMA No:** |  |
| **Please check one:** | ***Repair***  | **[ ]**  | **Upgrade** | **[ ]**  | **Conversion** | **[ ]**  | **Request for Quote** | **[ ]**  |
| **PLEASE READ IMPORTANT TERMS AND CONDITIONS ON PAGE 2****PRICES FOR SERVICES IN ADDITION TO STANDARD REPAIR ON PAGE 3** |
| ***INSTRUCTIONS: 1.*** *To ensure fastest processing of your request complete as much of this form as possible.****2.*** *Return by e-mail to your Inside Sales Associate or* ***fax to******(619) 575-7185. 3.*** *You will be notified if charges apply, prior to repair.* ***4.*** *If charges apply, your PO or valid credit card information is required before you send us your product.* ***NEW CUSTOMERS:*** ***5.*** *Send a resale tax certificate with your request to avoid paying sales tax.* ***6.*** *A credit card will be required for repair orders under $1000.* |

|  |  |
| --- | --- |
| ***Person we can contact with general questions***  | ***Who is responsible for charges*** |
| Contact Person |       | Company Name |       |
| Contact E-mail |       | End Customer |       |
| Contact Phone |       |  |  |
| Ship To |       | Bill To |       |
|  |       |  |       |
|  |       |  |       |
|  |       |  |       |
| Freight Carrier |       | RMA PO # |       |
| Freight Account |       | Debit Memo # |       |

***For new customers a credit card is required for order less than $1000.***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| MasterCard | **[ ]**  | Visa | **[ ]**  | Discover | **[ ]**  | American Express | **[ ]**  |
| Card Number |       | Expiration |       | Security Code |       |
| Name on Card |       | Billing Address on card |       |
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| **Unit 1** (if there are more than 2 units, you can attach a separate page with model, serial number and description of problem) |
| Model Number |       | Serial Number |       |
| Problem  |       | Warranty Status | In [ ]  Out [ ]   |
| Repair Charge |       |
| Failure Analysis | Yes [ ]  No [ ]  with Corrective Action Yes [ ]  No [ ]   | FA Charge |       |
| **Unit 2** |
| Model Number |       | Serial Number |       |
| Problem  |       | Warranty Status | In [ ]  Out [ ]   |
| Repair Charge |       |
| Failure Analysis | Yes [ ]  No [ ]  with Corrective Action Yes [ ]  No [ ]   | FA Charge |       |
|  **IF FAILURE ANALYSIS IS REQUESTED COMPLETE THIS SECTION AND PAGE 2** **(Fields with asterisk are mandatory)** |
| \*FA Technical Contact  |       | \*Company Name |       |
| \*Contact phone |       | End Customer |       |
| Contact E-mail |       |  |  |

**DESCRIPTION OF NONCONFORMANCE***If Failure Analysis (FA) or Failure Analysis with Corrective Action (CA) is required, page 2 must be completed.****An additional charge will apply for all units if an FA is requested. See charges on page 3.*** |

**FAILURE ANALYSIS (FA) REQUEST FORM**

**Additional Charges Apply (see page 3)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Model No:** |       | **Serial No:** |       | **TDK RMA No:** |  |
| *Failure symptoms in detail will help speed up the FA process.( i.e. No Output at minimal load**Output intermittent when unit is at 50˚C). Please note that your request for Failure Analysis cannot be completed without this page filled out as much as possible. Items marked with an asterisk are mandatory.* |

|  |
| --- |
| Does the unit have any mechanical damage? If yes, please explain (provide Serial Number and send pictures if available):  |
|       |
| \*Is the problem only occurring during certain line/load, or environmental conditions? If so, please explain: |
|       |
| \*What is the application for this product? |
|       |
|  **Check one** |
| \*Has this problem been experienced in the past? | Yes | [ ]  |  | No | [ ]  |
| \*Any lightning storms in the area at the time of the failure? | Yes | [ ]  | No | [ ]  |
| \*Is generator used as part of the system configuration? | Yes | [ ]  | No | [ ]  |

*Please supply us with as much information as possible about the conditions at the time of failure.*

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| **Power Supplies** |
| \*Input Voltage |       |
| \*Ambient Temp |       |
| \*Output Voltage  |       |
| \*Output Current  |       |

|  |
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| **Systems** |
| \*System Voltage  |       |
| \*Input Voltage  |       |
| \*Ambient Temp  |       |

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| **Additional Comments:**  |
| Turnaround time for Failure Analysis report is dependent on nature of problem and factory location. If form is not completely filledout, the accuracy of the failure analysis may be impacted. Completion of Failure Analysis report can take up to 3 weeks after unit is evaluated and returned. |

***Terms and Conditions for Repairs:***

1. All units must be returned to the address below, freight prepaid with the assigned RMA number marked on the outside of each box.

**TDK-LAMBDA AMERICAS INC, Attn: Repairs (Suite 125), 401 Mile of Cars Way, National City, CA 91950**

2. Unauthorized returns, or units returned with no RMA number may be returned to sender at their expense.

3. Non TDK-Lambda sub-assemblies, wiring, or other hardware must be removed and not sent with units to be repaired. TDK-Lambda Americas

 is not responsible for any costs associated with loss or damage of these items.

4. Repaired units will be shipped freight prepaid for ground delivery to the Ship To location designated above. If a faster method is required, a carrier and account number with instructions must be supplied.

5. Units that are returned for upgrade or conversion will require a carrier and account number for return shipment.

6. Shipments made to FL, GA, IA, KS, MI, MN, NJ, NY, OH, UT, WA may be charged sales tax unless resale certificate is supplied.

7. All units will be repaired to TDK-Lambda Americas current standards.

8. TDK-Lambda Americas will notify customer for final resolution if unit is deemed BER (Beyond Economical Repair).

9. Warranty on out-of-warranty repaired units is 90 days.

**FAILURE ANALYSIS CHARGES**

***Effective June 22, 2015 charges for Failure Analysis usually apply to both in and out-of warranty. Prices listed below are for FA only per unit (each serial number). Units must first be repaired in order to issue an FA. Contact Inside sales if you feel there is an exception or for additional information.***

|  |  |
| --- | --- |
| ***Watts*** | ***Price per unit*** |
| *0-149* | *$125* |
| *150-1999* | *$250* |
| *2000 and up* | *$400* |

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| 1. *All repaired units ship with an RFS Report (fault report) that shows warranty status, problem found, cause of defect, and components replaced. There is no additional charge for this report. A duplicate RFS report can also be obtained any time once a unit has shipped by contacting TDK-Lambda Inside Sales or Technical Support.*
2. ***If a Failure Analysis (FA), or, Failure Analysis with Corrective Action (FA w/CA) is requested the following charges will apply:***

***In-Warranty*** *– No charge for repair, Failure Analysis charges apply.****Out-of-Warranty*** *– Standard repair charges and Failure Analysis charges apply.* 1. *On occasion, in order to complete an FA, it is necessary to send individual components out to an independent lab for further analysis. If it is determined this is needed to complete an FA you are requesting, an additional* ***$325 charge per component*** *will apply. You will be contacted if this is the case and will have the option to decline this service.*
2. *Note that the Failure Analysis request form (page 2) is also required in order for us to complete an FA. RMA requests without this form completed will not be eligible to receive an FA.*
3. *A CA can only be requested when an FA is requested.*
 |