

Cisco Customer Support

Return for Repair: A Return Material Authorization Reference Guide for Service Provider Video Technology Products^{*}

May 2015

^{*}Formerly Scientific Atlanta

Contents

| | |
|---|-----------|
| Introduction | 3 |
| Scope | 3 |
| Submitting an RMA Request for Your SPVT Product | 3 |
| For Customers Who Currently Purchase SPVT Products Directly from Cisco..... | 3 |
| For Customers Who Currently Purchase SPVT Products from a Channel Partner..... | 4 |
| For Channel Partners Who Currently Purchase SPVT Products from a Distributor..... | 4 |
| Advantages of a Service Support Contract | 4 |
| Using the RMA Template | 5 |
| Your Account Information | 5 |
| Purchase Order, Warranty and General Instructions | 5 |
| Product to be Repaired | 5 |
| Your Special Instructions | 6 |
| RMA Acknowledgment | 6 |
| Advanced Replacement Service Order Acknowledgment | 6 |
| Credit Verification and Entitlement Are Required | 8 |
| Flat-Rate Repair Pricing | 8 |
| A Different Looking RMA Invoice: Freight Charges Included | 8 |
| Reading Your RMA Notifications Using Acrobat Reader | 9 |
| RMA Status Requests | 9 |
| Repair Tag Order Requests: America, Canada, and Mexico Only | 9 |
| Requesting Repair Statistic and Exchange Reports | 9 |
| End-of-Life, End-of-Support, and Supported Product List | 10 |
| Self-Management Product Configuration Updates: Select Products Only | 10 |
| Return for Repair RMA Coverage and Definitions | 10 |
| Repair Categories | 11 |

Return for Repair: A Return Material Authorization Reference Guide

Introduction

Welcome. To promote a more easy-to-use return material authorization (RMA) process for Return for Repair service, the historical Scientific Atlanta warranty records for all customers were updated using Cisco® tools and systems. In addition, a new repair support tool has been implemented. Together, these actions simplify RMA processing and invoicing and enable Cisco to provide more effective support.

This document outlines the benefits of this transition as well as introduces a few associated changes. On the following pages, you can find a reminder of the ways to submit an RMA request; see supporting screen shots that illustrate the slightly different look and feel of the RMA template; and obtain other supporting information, including links to related documents with additional instructions.

Scope

The process for submitting an RMA, referenced supporting tools (for example, RMA template), and other information described in this guide applies only to Cisco Service Provide Video Technology (SPVT) products and does not apply to other Cisco products. The RMA in this document refers to both in and out of warranty Return for Repair service and service contract Return for Repair RMAs.

Submitting an RMA Request for Your SPVT Product

The following section provides directions for submitting an RMA request for:

- Customers who currently purchase SPVT products directly from Cisco
- Customers who currently purchase SPVT products from a channel partner
- Channel partners who currently purchase SPVT products from a distributor

For Customers Who Currently Purchase SPVT Products Directly from Cisco

You may initiate Return for Repair service in one of the following ways:

- By email:
 - United States and Canada: americas-lsc-spvtg@cisco.com
 - Europe and Emerging Countries: emear-lsc-spvtg@cisco.com
 - Latin America (including Mexico): latam-lsc-spvtg@cisco.com
 - APAC: apac-lsc-spvtg@cisco.com
 - Japan: japan-lsc-spvtg@cisco.com
 - Greater China: gca-lsc-spvtg@cisco.com
- By phone: Country-specific support numbers are listed at http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html.

For Customers Who Currently Purchase SPVT Products from a Channel Partner

Contact your Cisco channel partner with your SPVT product information and product-specific serial number to determine the coverage status of your SPVT product. Work with your channel partner to determine your product warranty or service contract status. If you do not currently have a channel partner, then click <http://www.cisco.com/web/partners/index.html> to find a certified partner in your area.

The options to obtain Return for Repair service include:

- If the product you want repaired is **in warranty** or **covered by a valid service contract**, you can obtain support for that product from Cisco by requesting an RMA through your channel partner.
- If the product you want repaired is **now out of warranty or not covered by a valid service contract**, work with your channel partner to obtain a service contract or incident-based repair service. The multiple advantages of a service contract are described in the following “Advantages of a Service Support Contract” section.

For Channel Partners Who Currently Purchase SPVT Products from a Distributor

Contact your distributor with the SPVT product and serial number information and work with your distributor to determine coverage status.

Advantages of a Service Support Contract

Because you are a valued customer of Cisco, we encourage you to explore with your account manager or channel partner the benefits of obtaining additional service support beyond warranties.

Warranties are short-term commitments to repair and/or replace defects and are limited in duration and the support they offer. For more information, visit the [Product Warranties Webpage](#)

With a service support contract, you receive:

- Registered access to Cisco.com, including online support, access to a system to track your support cases, and an array of other valuable tools and information
- 24-hour technical support through the Cisco Technical Assistance Center (TAC)
- Latest software updates

Plus, you can continue your product coverage with an option for Advanced Hardware Replacement or Return for Repair service.

Advanced Hardware Replacement Service: Replacement product is delivered the next business day, and the broken product must be sent back within 15 days. Product replacement is subject to available inventory, and, in some instances, only same-day shipping may be available.

Return for Repair Service: Product will be repaired and delivered within 30 days of receipt of the product.

Using the RMA Template

The information required for the RMA template, including the **serial number** and **special instructions**, is the same. However, the look of the template has changed slightly.

Your Account Information

| | |
|---|-----------------|
| <input type="checkbox"/> Same as Bill to information (no need to complete Ship to information if checked) | |
| Bill to: | Ship to: |
| Company Name: | Company Name: |
| Street Address: | Street Address: |
| City: | City: |
| State: | State: |
| Zip Code: | Zip Code: |
| Country: | Country: |
| Contact: | Contact: |
| Phone: | Phone: |
| Fax: | Fax: |
| Email address: | Email address: |

Purchase Order, Warranty and General Instructions

| |
|--|
| Your PO# for Repair – Authorized by (if no PO provided): |
| Original PO number(s) under which the Unit(s) were shipped, if possible: |
| Method of Payment: |
| Service Contract if Any: |

Product to be Repaired

| Item # | Qty | Model/Part No. | Serial No (if applicable) Product serial number is critical to determine "in-warranty" or service coverage | Symptom or Problem |
|--------|-----|----------------|---|--------------------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |
| 6 | | | | |
| 7 | | | | |
| 8 | | | | |

| | | | | |
|---|--|--|------------------------------------|---------------------------------|
| Requested Service: | <input type="checkbox"/> Functional Repair | <input type="checkbox"/> Cosmetic Repair | <input type="checkbox"/> Rekitting | <input type="checkbox"/> Other: |
| Requested Firmware (in case of modems): | | | | |
| Failure Description Provided: | <input type="checkbox"/> Yes | <input type="checkbox"/> No (if no, reason): | | |

Your Special Instructions

Identify other needs, including new power cords or cables, in addition to the repair itself

You can find the [RMA Request form online](#)

RMA Acknowledgment


The following is a sample of the RMA Acknowledgment notification with important data fields, such as RMA#, Item No., Part Number, Description, and Return Instructions.

| | | | | |
|--|--------------------|--|-----------------|-------------|
|  | | <h3>RMA Acknowledgement</h3> | | |
| | | Date 21-MAY-12 RMA # 6016476 Customer PO 120024743 Payment Terms Page: 1 of 1 | | |
| Sold To 40127 Customer Information Attn Tel Fax Email | | Ship To 2222 Customer Information .. | | |
| <i>Note: Products received without part numbers, incorrect part numbers in the RMA, quantities that do not match the authorized quantity, or products received without referencing an RMA number will not be scheduled for repair until the discrepancies are resolved.</i> | | | | |
| Item No. | Part Number | Description | Quantity | Unit |
| 1 | 737593 | (P2-HD15TXQ-10-GHZ-DM-QAM-SA-ITU24)1550HD DFB,10dBm,IT | | EA |
| | | KKAASAJA | | |
| Please Direct Inquiries To Customer Service americas-lsc-sa@cisco.com | | Return Instructions Please return the equipment to the following address and clearly mark your package with RMA #6016476 U02 - CISCO SYSTEMS C/O TELEPLAN INT. 8875 WASHINGTON BLVD. SUITE B ROSEVILLE, CA 95678 United States | | |
| NOTICE: By submitting the equipment described above to Cisco for repair, the Customer acknowledges and agrees that it shall pay the amount charged by Cisco for the repairs immediately upon receipt of written notice (pro-forma invoice) from Cisco setting forth the date of completion of repairs and the total amount due. If the amount due remains unpaid 90 days after delivery of such written notice to customer, Cisco at its option, shall have the right to retain the equipment or to dispose of such equipment. Cisco may retain the proceeds of any sale of equipment as payment for the costs associated with the repair and disposition of the equipment plus reasonable costs of storing the equipment ("Costs"). By submitting the equipment to Cisco, Customer further agrees that it waives any obligation of Cisco to take any actions, other than those actions set forth herein, prior to retaining or disposing of the equipment. Upon the written request of Customer, Cisco will submit to the Customer any amount obtained from the disposition of the equipment in excess of the Costs. | | | | |

Advanced Replacement Service Order Acknowledgment

If you are a customer initiating service on an Advanced Replacement Service request, the Service Order Acknowledgment (also referred to as RMA) form is displayed after creating your New Service Order form on the Service Order Tool (SVO), as shown in the following figure.

The service order confirmation screen displays the service request number, product return information, and instructions for return.


Create New Service Order
Help | Feedback

[Live Chat](#)

Your Order Is Complete

Thank You for completing your order. Your order details are:

Contract Number 90623901 - ACTIVE

Order Number: 83770156

Service Request Number: 617391213

Service Level: Advance Replacement - Next Business Day

Billable: No

[Create New Order](#)

[Get Status](#)

[Update Ship Method](#)

[SVO Resolve](#)

Replacement Parts

| Line | Return Line Ref | Part Number | Description | Qty | Req Ship Date | Schd Ship Date | Warehouse |
|-------------------------|-----------------|--------------------------|--|-----|---------------|----------------|-----------|
| 1.1 | 2 | CISCO2501 | ^^Cisco 2501 Ethernet/Dual Serial Router | 1 | 02-Aug-2011 | 03-Aug-2011 | NL1 |
| Additional Notes | | Substitution Text | | | | | |

Return Parts

| Line | Shipment Line Ref | Part Number | Description | Qty |
|------|-------------------|-------------|--|-----|
| 2.1 | 1 | CISCO2501 | ^^Cisco 2501 Ethernet/Dual Serial Router | 1 |

| Line | Return Line Ref | Part Number | Description | Qty | Req Ship Date | Schd Ship Date | Warehouse |
|-------------------------|-----------------|--------------------------|--|-----|---------------|----------------|-----------|
| 1.1 | 2 | CISCO2501 | ^^Cisco 2501 Ethernet/Dual Serial Router | 1 | 02-Aug-2011 | 03-Aug-2011 | NL1 |
| Additional Notes | | Substitution Text | | | | | |

Return Parts

| Line | Shipment Line Ref | Part Number | Description | Qty |
|------|-------------------|-------------|--|-----|
| 2.1 | 1 | CISCO2501 | ^^Cisco 2501 Ethernet/Dual Serial Router | 1 |

Return Information

| Return Address | Instructions |
|---|---|
| <p>Cisco Systems International BV C/O KUEHNE + NAGEL SOJADUJK 4 HELMOND, 5704 RL NL</p> | <p>Under the terms and conditions of Cisco RMA policy, please return your RMA by the due date listed in the "Return to Cisco by" date field. For issues or concerns with your returns, please contact the Asset Recovery Team listed within the "Support" field. All international return shipments must be presented with a commercial invoice in order to clear through US Customs.</p> <p>For Trade-In RMA returns, please visit: CTMP Return Instructions For contracted Service RMA returns within U.S., Canada, European Union, Norway, Switzerland, Iceland and Israel please visit: Product Online Web Returns (POWER) Tool</p> <p>Asset Recovery : Email Asset-recovery-Europe@cisco.com or Phone +31 20 357 3586</p> |

Attention: For Failure Analysis and Repair Requests, go to the FAAR site [FAAR site](#)

[Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks](#)

Credit Verification and Entitlement Are Required

To initiate or submit an RMA request, you are required to have an existing account with Cisco and verified entitlement to service. Customers who purchase from Cisco can initiate an RMA request with Cisco. Customers who purchase from a channel partner must initiate an RMA with that channel partner.

After validation of credit and customer entitlement, an RMA order is created, and you are notified by Cisco or by your channel partner that the RMA request was accepted.

If a credit validation issue is identified, a Cisco representative contacts you or your channel partner to resolve the issue. Resolving credit issues may delay the issuance of an RMA.

Flat-Rate Repair Pricing

With the update of warranty records and implementation of a new Repair solution, Cisco now offers flat-rate repair pricing for all products. If your product is out of warranty or not covered by a service contract, you can choose to be invoiced for repair services based on the Flat-Rate Repair pricing option. Time and material estimates are no longer conducted.

Flat-rate pricing enables a customer to receive an upfront price list for repair of all submitted products and is consistent with the repair pricing model for other Cisco products customers may purchase.

Flat-rate pricing is available on request through the support representatives aliases provided in the previous section, "For Customers Who Currently Purchase SPVT Products Directly from Cisco."

A Different Looking RMA Invoice: Freight Charges Included

The RMA invoice is slightly different compared to the previous one. For the most part, the information presented is the same. More data is in the Ship Item/Description field, as shown in Figure 1. One notable difference is that freight charges are no longer listed separately; however, they are included in the final total. Invoices are available online and in hard copy form.

Figure 1. Example: Hard Copy of RMA Invoice

| TERMS | | DUE DATE | CUST. CONTACT | SHIP DATE | CARRIER/SERVICE LEVEL | | SHIPPING REFERENCE | | |
|---|----------|--|---------------|-----------|-----------------------|----------|--------------------|-----------------|-------|
| 30 NET | | 04-SEP-2010 | | | BESTWAY | | 81112336 | | |
| P.O. LINE NO. | ITEM NO. | SHIP ITEM / DESCRIPTION | | ORDERED | SHIPPED | TAX | UNIT PRICE | EXTENDED AMOUNT | |
| | 11 | REP-SVP, RMA:600140 Exp:940 Comp: Dg:1A ST Serial: SABBWENTT Part: 401470 Warranty Status: Out of Warranty Repair Action: Required | | 1 | 1 | Y | 60.00 | 60.00 | |
| ADDITIONAL INFORMATION | | | | | | SUBTOTAL | FREIGHT DUTY | TAX | TOTAL |
| Invoice Type: INVOICE ONLY ORDER | | | | | | 60.00 | 00 | 4.20 | 64.20 |
| Billing Inquiry: Service Provider Contact: 408-810-9120 | | | | | | | | | |
| Service Period: Paper and Web Services Only | | | | | | | | | |

Note product information, serial code, warranty status and repair action

RMA invoices are available online using your Cisco.com ID at cisco-apps.cisco.com/cisco/psn/commerce.

For step-by-step instructions, go to the Literature tab at http://www.cisco.com/en/US/products/ps10459/serv_group_home.html#-literature

Note: Note: Online invoices display the RMA number and product and serial numbers in the Ship Item/Description section.

Here is an example of an online RMA invoice:

| Number | Purchase Order Number | Date | Page |
|------------------|-----------------------|-----------------|-----------------|
| 15562559 | Mike Maxwell 5-6-11 | 08 Aug 2011 | 1 |
| Reference Number | Sales Order Number | Customer Number | Location Number |
| | 50838201 | 533658 | 2598347 |

| Terms | Due Date | | |
|------------------|-------------|-----------------------|--------------------|
| 30 NET | 07 Sep 2011 | | |
| Customer Contact | Ship Date | Carrier Service Level | Shipping Reference |
| | | | 0 |

| PO Line # | Item # | Invoice Description | Quantity | Unit Price | Extended Amount | |
|-----------|--------|--|----------|------------|-----------------|--------|
| | | | Ordered | Shipped | | |
| | 2.1 | REP-SPVIP RMA-0030192808 Delivery:004622205 In Warranty / Unable to Duplicate Part Number 4028205 C23338 B45C H070 C03119 050P Serial Numbers: 151886700,152919875,153022755,152931601,152931649 | 5 | 5 | 20.00 | 100.00 |

Reading Your RMA Notifications Using Acrobat Reader

You will need Acrobat Reader to open various RMA notifications. To download a free copy of this software, visit get.adobe.com/reader/.

RMA Status Requests

A case is opened at the time the RMA is issued. To inquire about the status of your Repair RMA, contact your support representative through the email aliases in the previous section, "For Customers Who Currently Purchase SPVT Products Directly from Cisco." You need to provide the RMA number and serial number when you request the status of an RMA.

Repair Tag Order Requests: America, Canada, and Mexico Only

The repair tag orders can be requested through your support representative through the email aliases in the previous section, "For Customers Who Currently Purchase SPVT Products Directly from Cisco."

Requesting Repair Statistic and Exchange Reports

You can request the Repair Statistic Report or the Repair Exchange Report with the following links:

- [Repair Statistic Report](#)
- [Repair Exchange Report](#)

End-of-Life, End-of-Support, and Supported Product List

There have been no changes to the [End-of-Life](#) and End-of-Support policies. However, if you receive End-of-Life or End-of-Support notices for any of your existing products, the repair may not be an option because parts are not stocked for products beyond the End-of-Support date.

Self-Management Product Configuration Updates: Select Products Only

Self-management configuration options are available for installing license, installing encoder settings, setting IP address, and setting hardware ID through the front panel of the control card. If you want to obtain the corresponding installation and user manuals, contact Support. The following table lists the products and configuration options available for customer self-management.

| D90xx Products | Configuration Options | Installation and User Manuals |
|----------------------------------|---|--|
| D9034 D9040 D9050 D9054 | <ul style="list-style-type: none">• Install license• Install encoder settings• Set IP address | Contact Cisco Technical Support. Phone numbers can be found at http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html . |

| D91xx Products | Configuration Options | Installation and User Manuals |
|--|---|--|
| D9120 D9140 D9150 D9154 D9155 D9156 | <ul style="list-style-type: none">• Set hardware ID using front panel of control card | Contact Cisco Technical Support. Phone numbers can be found at http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html . |

Return for Repair RMA Coverage and Definitions

There will be no charge for the repair or service of in-warranty products, with the exception of those products that are categorized as No Problem Found (NPF), Unable to Duplicate (UTD), Customer Misuse, Requiring Cosmetic Repair, or Supply of Replacement Power Cords. Out-of-warranty products received and categorized as Beyond Economic Repair (BER), Uneconomical to Repair (UTR), or Customer Misuse will be returned to the customer not repaired or serviced, and a handling charge will be incurred:

- **No Problem Found (NPF)/Unable to Duplicate (UTD):** These are products for which no problem can be found after normal approved testing and troubleshooting methods show the product to be operating to Cisco's published specifications.
- **Beyond Economic Repair (BER)/Uneconomical to Repair (UTR):** These are products that have excessive failures or damage such that a repair would not be economical. Products that fall into this category that are covered by Cisco's warranty and have **not** been subjected to Customer Misuse will be Removed from Service (RFS) and retained by Cisco. Such RFS products will be replaced with a new or remanufactured model (with equivalent or enhanced features). Products categorized as BER/UTR that are not covered by Cisco's warranty will be returned to the customer unrepaired with a tag attached detailing that the product is Beyond Economic Repair/Uneconomical to Repair.

- **Customer Misuse (also known as Customer-Induced Damage [CID]):** These are products that have been subjected to shipping damage, improper installation, maintenance or repair, abnormal conditions of operation, attempted modifications or repair, or acts of God. Products in this category that are economically repairable will be repaired, and charges will apply regardless of the warranty status of the product. Products that are beyond economic repair will be returned to the customer unrepaired with a tag attached detailing that the product has been subjected to Customer Misuse/Abuse.
- **Cosmetic Repair/Cleaning:** All covers, front panels, and lenses will be cleaned; all labels with exception of property labels and tags will be removed on all products returned for repair. Cisco's standard policy is replace any cover, lens, or front panel that is found to be damaged or cracked, unless the CSR is told at the time of RMA issuance that no cosmetic repairs are authorized. Cisco's standard cosmetic charge will apply regardless of the warranty status of the product for all products that have covers, front panels, or lenses replaced. For RMAs where no cosmetic repairs are authorized, the products will only be cleaned, and all labels with the exception of property labels and tags will be removed.
- **Ownership:** During the repair process, Cisco validates that the equipment being returned for repair belongs to the customer/MSO returning the equipment. The customer returning the RMA will be informed of any equipment received that does not belong to its MSO.
- **Shipping Charges:** Customer is responsible for the inbound freight costs to the repair center, Cisco will pay for the return ground freight costs. If airfreight is requested, additional charges will be added to the repair invoice regardless of the warranty status of the equipment.

Repair Categories

Repair: Unit is repaired or replaced/exchanged. All applicable engineering changes are incorporated, and the unit is fully tested to Cisco published specifications. Cosmetic repairs are performed in accordance with Cisco's cosmetic repair standard, replacing any cracked, scratched, or damaged covers as required. Charges apply for UTR/BER, UTD/NPF, and cosmetic repairs regardless of the warranty status of the unit. Replacement power cord is available for an additional charge.

- **Missing and/or Tampered Hard Drive:** Regardless of the warranty status of the product, if the hard drive is found missing, different size (GB) as defined in the product specification for the PID, or physically damaged as a result of improper shipping, installation, maintenance, or use; abnormal conditions of operation; attempted modification or repair; use of the items in combination with other items; or an act of God, such failure conditions are not covered by Cisco's warranty.
- **Missing and/or Damaged CableCARD:** Regardless of the warranty status of the product, if the CableCARD is found missing, physically damaged through neglect or improper handling, such failure conditions are not covered by Cisco's warranty.

Screen and Clean: The unit has all applicable engineering changes installed, software cleared and reset, and functionally tested and burned in. Cosmetic repairs are performed in accordance with the customer-defined requirements. In the absence of any customer-defined cosmetic requirements, Cisco's cosmetic repair standard applies, replacing any cracked, scratched, or damaged covers as required. Charges for this service option apply regardless of the warranty status of the unit.

Re-kitting: Unit is packed with customer-defined accessories such as power cord, Ethernet, HDMI, SCART cables, user guide, and so on. Charges for this service apply regardless of the warranty status of the unit.




Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

 Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)