ADVANTECH

Enabling an Intelligent Planet

eRMA

User Guide

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![ADVANTECH logo]

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1. How to start?

Important

Before creation RMA request and shipment of defected units to RMA Service Center in Poland we kindly request to read our "Advantech Europe Global Service Policy" located at:

http://erma.advantech.com.tw/EuropePolicy.mht

Our Policy contains the necessary information concerning the process of services as well as repair in our service.
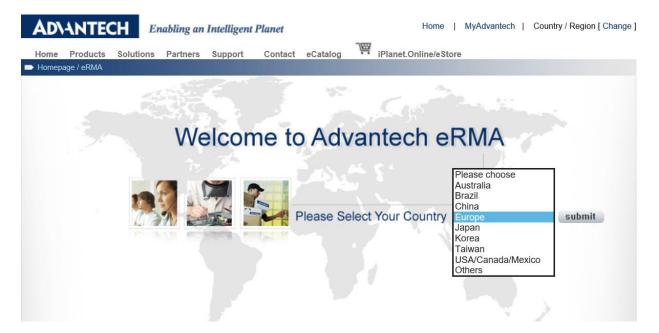This information is very helpful for customers who want to take advantage of our service and start a good cooperation with us.
In order to start the RMA procedure for your defected item, you'll need an RMA account first to be able to log into our website and request an RMA-number.

Please follow the following link to access our RMA site:

http://erma.advantech.com.tw/

Then please choose Europe and click Submit.

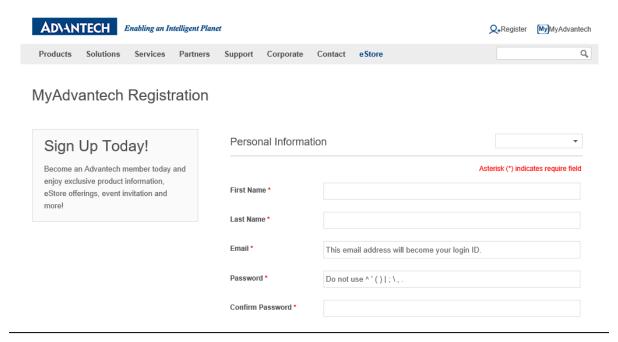*Enabling an Intelligent Planet*

Please click "new user registration" in the upper-right corner of the main screen.

Please fill in all of required information as completely as possible.

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Company Information

Company Name *

Country *

Job Function

Job Title

Phone Number *

(Area Code)   Phone Number   ext.

Mobile Number

Address *

City *

Zip *

State

We care about your needs...

What products are you interested in? * (Multiple choice)

Business Application Area

How did you find out about Advantech?

☐ By signing up, I agree with the Policy Privacy of Advantech

☐ I would like to stay informed of Advantech's products and receive Special Offers and important Advantech news bulletins at this email address. (You can unsubscribe at any time.)

Security Check

Please enter the verification code.

BotDetect .NET Control

Create Account

Fields marked by a red asterisk are obligatory! We are not able to create a new account for you without this information.

When all required information are filled in, please click

Create Account

After submitting the registration data, Advantech Poland Service Center (APSC) will create an account based on this information. After that APSC will send you the login information. Please make sure you filled in your VAT nr in the registration form, what is very important for EU Customers. When the information included in the form is correct and it doesn't require the additional confirmation a typical time of the account creation for the customer is one day. Please be informed that VAT no is always verified and checked by our department. In case of disagreements we contact with the customer and ask for VAT no. confirmation. When the request remains without response, APSC does not take responsibility for delay in registration process.

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2. How to login in to eRMA system

When information regarding login is delivered you will be able to log into eRMA system and start RMA procedure for your defected item.

After log in each customer is able to the main page of eRMA system.

3. How to open RMA case in eRMA system

All returns from customers must be authorized with an ADVANTECH RMA (Return Merchandise Authorization) number. Any returns from defective units or parts without valid RMA numbers will not be accepted. They will be returned to the customer on the customer's cost without prior notice.
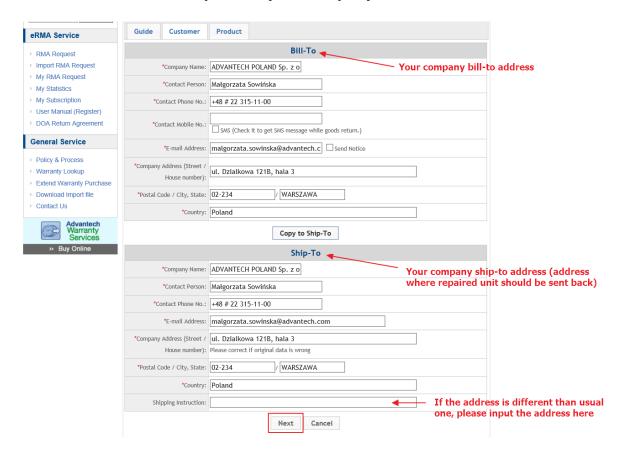
Creation of RMA number is an agreement of Advantech Europe Service Policy acceptance: http://erma.advantech.com.tw/EuropePolicy.mh
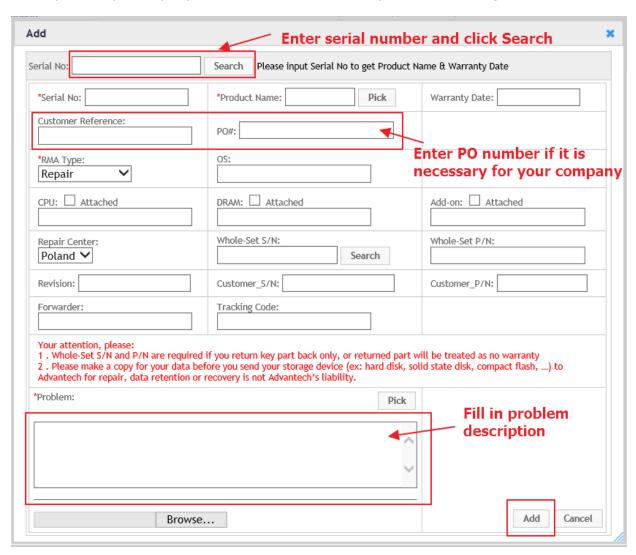
3.1 RMA Request

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3.2 Select Bill To and Ship To for your company address

| Guide | Customer | Product |

Bill-To

*Company Name: ADVANTECH POLAND Sp. z o ← **Your company bill-to address**

*Contact Person: Małgorzata Sowińska

*Contact Phone No.: +48 # 22 315-11-00

*Contact Mobile No.: ☐ SMS (Check it to get SMS message while goods return.)

*E-mail Address: malgorzata.sowinska@advantech.c ☐ Send Notice

*Company Address (Street / House number): ul. Działkowa 121B, hala 3

*Postal Code / City, State: 02-234 / WARSZAWA

*Country: Poland

[Copy to Ship-To]

Ship-To

← **Your company ship-to address (address where repaired unit should be sent back)**

*Company Name: ADVANTECH POLAND Sp. z o

*Contact Person: Małgorzata Sowińska

*Contact Phone No.: +48 # 22 315-11-00

*E-mail Address: malgorzata.sowinska@advantech.com

*Company Address (Street / House number): ul. Działkowa 121B, hala 3
Please correct if original data is wrong

*Postal Code / City, State: 02-234 / WARSZAWA

*Country: Poland

Shipping Instruction: ← **If the address is different than usual one, please input the address here**

[Next] [Cancel]

eRMA Service
- RMA Request
- Import RMA Request
- My RMA Request
- My Statistics
- My Subscription
- User Manual (Register)
- DOA Return Agreement

General Service
- Policy & Process
- Warranty Lookup
- Extend Warranty Purchase
- Download Import file
- Contact Us

Advantech Warranty Services
» Buy Online
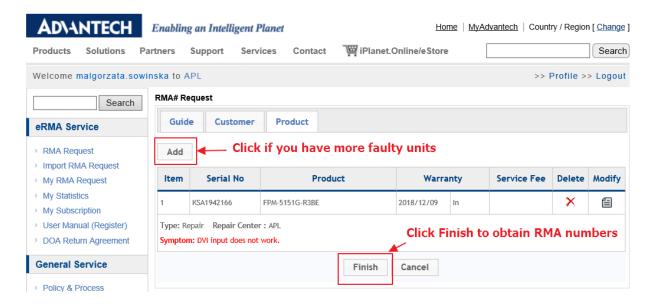
3.3 RMA item details and fault description

When you accept company information and click, then you have following screen:

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If you have more than 1 faulty unit, please repeat this step for each defected item.
By click Add you can add up to 99 RMA cases one by one.

Put correct serial number (S/N) of your defected item, and click Search. Then eRMA system will update automatically information about product number (P/N), and warranty date. It is very important to describe problems in details in "Problem Description". Vague entries such as "does not work" and "failure" are not acceptable. If you are uncertain about the cause of the problem, please contact ADVANTECH's Application Engineers (AE). They may be able to find a solution that does not require sending the product for repair. The serial number of the whole set is required if only a key defective part is returned for repair. Otherwise the case is treated as out-of-warranty.

If you return to us for repair such products as CPU, RAM and CF Card (because you believe they may be part of the problem), please note clearly that they are included in the system. Otherwise ADVANTECH is not responsible for any items not listed. Make sure the "Problem Description " is enclosed.

When all required information is updated, eRMA system will generate automatically new RMA number for your repair:

Product Information					
Item	**RMA No**	**Serial No**	**Product Name**	**RMA Type**	**Warranty**
1	E18900335-1	KSA1942166	FPM-5151G-R3BE	Repair	2018/12/09

The RMA number has got unique format: EXY00000, where

E- service Center, E-Europe

X- year

Y- month

00000, next numbers

When the type of repair is Rework, Credit, letters R for Rework and C for Credit will be after the letter Y

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After clicking Finish you will have shipping instruction as below:

RMA# Request > Customer Account > Product Items > **RMA Receipt**

DOA Return Agreement   Print Receipt

Request Date : 2018/09/19

Order No : E18900335   **APL**   Created by : malgorzata.sowinska

Customer Information	
Bill-To	Ship-To
Company ID : EPLA001	Company ID : EPLA001
Company Name : ADVANTECH POLAND Sp. z o.o.	Company Name : ADVANTECH POLAND Sp. z o.o.

SavetoExcel

		Product Information			
Item	RMA No	Serial No	Product Name	RMA Type	Warranty
1	E18900335-1	KSA1942166	FPM-5151G-R3BE	Repair	2018/12/09

Delivery Information	
Company Name :	Advantech Europe
Company Address :	ul. Działkowa 121B, budynek III, 02-234 Warsaw, Poland
Contact Person :	
Phone No :	All Customer : 0048 (0) 22 3151 100
	Holland : +31 (0) 402 677 042
	Italy : 0039 (0) 29 544 96 66
	Germany : 0049 (0) 211 974 77 377
Fax No :	+48 22 3151 101
E-mail Address :	erma@advantech.pl
eRMA URL :	http://erma.advantech.com.tw

This information should be printed, put into the box with defect device and sent to our Service Center.

4. Shipping hints

We strongly recommend that returned   products should be packed in original Advantech boxes and packaging materials which ensure the best protection during transport. If you do not have original packaging materials, pack the products with particular care, having in mind that packages are frequently exposed to careless handling and serious shocks during transport. Products should be packed in silver or pink ESD safe bags.

Apart from the cases of the Dead on Arrival (DOA) return procedure, it is recommended that the equipment is sent without additional accessories. The customer should take the additional equipment into account upon opening an RMA request before dispatching the product. Please remember that the Service Centre does not take any responsibility for additional equipment, unless it is listed in details in a given RMA request. Please read the Advantech Europe Service Policy before ship:

http://erma.advantech.com.tw/EuropePolicy.mht

The defective equipment should be sent to:

**Advantech Poland Service Center
ul. Działkowa 121B, budynek III
02-234 Warsaw
Poland**

ADVANTECH sends the repaired devices via UPS carrier. Upon the customer's request, equipment can be sent via another company, but, in such cases, the customer is required to cover the costs of such alternative transport. Such request should be made upon opening a RMA request on the company's website.

5. How to check status of my repairs

Customer can check current status of his RMA number using eRMA web page. In the eRMA field customer need to put RMA number created according to chapter 3, or search for RMA number in My RMA Request section:

Typical workflow contains the following stages as you can see on the below print screens.

- Request
- Receive
- Repair
- Ship

5.1 Request

Request means, that customer already created a new eRMA no. for his repair.

09/19/2018

Request

malgorzata.sowinska

5.2 Receive

Device was already received in our eRMA system, checked by our logistic department and forwarded for repair.

09/19/2018   09/19/2018

Request → Receive → Repair → Ship

malgorzata.sowinska   adam.murzyn

The expected time of repair is less than 10 working days. In case of delay we inform Customers accordingly.
In case of out warranty products we prepare the quotation for defected unit. Then quotation is sent to customer for confirmation.
Based on customer's decision we can get following answers:
• Agree for the quotation - then we start repair
• Disagree - we send back or discard defected product according to customer wish.
In case of disagree quotation, we charge 35 EUR of handling cost + cost of transport if customer wants unrepaired unit back.

During the repair might come some problems for example No Problem Found (NPF). In such cases customer is informed about the delay in repair. In all cases when the date for delivery is longer than two weeks from the order date customer is also informed. Such information contains the approximate time of repair.

5.3 Possible repair statuses

Repair of device was already started and the following statuses of repair can be visible in the system

5.3.1 Processing
Repair process was started by our technician

5.3.2 Replacement
A new unit is provided to customer

5.3.3 Pass to AE/PD
Unit is passed to factory for analysis or further repair process, if repair cannot be processed locally.

5.3.4 Pending Customer Reply
Service department waits for details and clarification form customer regarding failure of unit.

5.3.5 No Problem Found (NPF)

Device was checked by our engineer but we did not duplicate the issue. Service department waits for more details from customer regarding reported problem or for confirmation to send unit back with NPF status. Standard handling cost for NPF status is 35 EUR.

5.3.6 Pending Quotation

Service department waits for decision from customer regarding quotation (agreement or disagreement).

5.3.7 Pending parts

Service department waits for parts which are needed to finish the repair.

5.3.8 Rework

Service department performs rework of unit.

5.3.9 Ship

Device is repaired and sent back by indicated currier company (for example UPS) with tracking code to the Customer.

09/19/2018	09/19/2018	09/20/2018	09/20/2018
Request	**Receive**	**Repair**	**Ship**
malgorzata.sowinska	adam.murzyn	krzysztof.szczech Repaired	cezary.kowalczyk UPS 1Z65831A6850225427

6. Advantech Global Service Center

AASC: Advantech America Service Center
Milpitas, USA
Tel: +1-408-519-3800
Fax: +1-408-519-3801
ags.usa@advantech.com

AESC: Advantech Europe Service Center
Tel: +31(0)40-267-7077
Fax: +31(0)40-267-7073
For German Customers: +49 (0) 211-97-477377
For Italian Customers: +39 (0) 029-54-49666
ags.europe@advantech.com

ACSC: Advantech China Service Center
Beijing, China
Tel: +86-10-6298-4346
Fax: +86-10-6298-4342
ags.china@advantech.com

ATSC: Advantech Taiwan Service Center
Tel: +886-2-2218-4567
Fax: +886-2-2218-7549
ags.taiwan@advantech.com

APSC: Advantech Poland Service Center
Toll Free: 00800 2426 8080/81
Tel: +48 31 51 100
ags.europe@advantech.eu

7. FAQ

7.1   How long will take repair process?

Repair Time (in warranty)
Typical repair time (TAT) is less than 14 working days with average repair time 5 working days. In less than 1% of cases when Spare Parts are not available on stock or quality issue occurs repair time is increased up to 8 weeks. In such situation RMA administration contacts with Customer and mutually aligns correct way how to solve issue.
Repair Time (out of warranty)
Typical repair time is 14 working days + time needed for quotation approval on Customer side. If spare parts are not available, they are being ordered after a quotation is approved.

7.2   Can I send for repair an old product?

All Advantech products can be repaired after warranty period. Typical possible service period is 5-7 years after products End of life (EOL). All depends from availability of spare parts. It is better to ask RMA Administrator if unit is very old.   Contact RMA.EUROPE@advantech.eu

7.3   What is warranty period after out of warranty repair products?

If a product as been repaired by ADVANTECH, and within three months after such a repair the product requires another repair for the same problem, ADVANTECH will do this repair free of charge. However, such free repairs do not apply to products which have been misused, abused, or subjected to unauthorized disassembly/modification; placed in an unsuitable physical or operating environment; improperly maintained by the customer; or failure was caused which ADVANTECH is not responsible for both by accident and other cause.

7.4   How to proceed faulty new products (DOA units)?

If malfunction occurred during the first 30 days (45 days for Premier, Gold and Platinum Channel Partners), Advantech covers all transportation costs and makes repairs in the highest priority or organizes replacement. Customer needs to open RMA and fill in Dead on Arrival (DOA) form at http://erma.advantech.com.tw/

APSC RMA Administrator will arrange pick up and inform Customer about shipping details. The TAT is 5 working days. If repair time is increased, RMA administration contacts with Customer.

7.5   What are costs of repair?

Service of products for out of warranty
- Repairs of boards: flat price at 100EUR
- Repairs PCL and ADAM modules: flat price at 60EUR
- Repairs of Systems: Labor 100EUR + Cost of material
- NPF: 35EUR (both in and out warranty units)
- Handling and troubleshooting costs in case of Quotation disagree – 35EUR
- Service on demand: 1,5EUR/ minute + cost of spare parts

However an official quotation can be only provided after checking unit by engineer during repair process. In all cases customers receive quotations for approval.

7.6   What is the status of repair?

Customer can always check status of repair after log in to http://erma.advantech.com.tw/using own account what is described in chapter 5. If Customer needs more detailed information he can contact with RMA.EUROPE@advantech.eu.

7.7   How to proceed when unit is received after repair and it is not working?

2nd RMA during 30 days is called RMA DOA. If problem occurs directly after repair which means within 5 working days after delivery to Customer site, APSC will cover cost of transport for 2nd repair both ways. Customer should contact with RMA Administrator and inform about problem. After checking with engineer if problem cannot be solved via email, Service will organize pick up. (Customer should open RMA number. In case when
received unit will not have the same problem, or it will be NPF APSC charge for pick up service.)

7.8   Where the customer can get a technical support?

For Customer from Eastern Europe technical support contact window is:
customerservice.eeu@advantech.eu

For other regions (Europe):
Customerservice.aeu@Advantech.com

7.9   How long will take repair process?

Repair Time (in warranty)
Typical repair time (TAT) is less than 14 working days with average repair time 5 working days. In less than 1% of cases when Spare Parts are not available on stock or quality issue occurs repair time is increased up to 8 weeks. In such situation RMA administration contacts with Customer and mutually aligns correct way how to solve issue
Repair Time (out of warranty)
Typical repair time is 14 working days + time needed for quotation approval on Customer side. If spare parts are not available, they are being ordered after a quotation is approved.

7.10 Possible repair –old products

All Advantech products can be repaired after warranty period. Typical possible service period is 5-7 years after products EOL. All depends from availability of spare parts. It is better to ask RMA Administrator if unit is very old.
 Contact RMA.EUROPE@advantech.eu.

7.11 Warranty after repair (out of warranty):

If a product has been repaired by ADVANTECH, and within three months after such a repair the product requires another repair for the same problem, ADVANTECH will do this repair free of charge. However, such free repairs do not apply to products which have been misused, abused, or subjected to unauthorized disassembly/modification; placed in an unsuitable physical or operating environment; improperly maintained by the customer; or failure was caused which ADVANTECH is not responsible for both by accident and other cause.

7.12 What are costs of repair?

If you wish to know cost of repair please contact RMA Administrator RMA.EUROPE@advantech.eu however an official quotation could be only provided after checking unit by engineer.

7.13 What is the status of repair?

Status of repair can be always checked by Customer after log in to http://erma.advantech.com.tw/.
Using own account. If Customer needs more detailed information he can contact with RMA.EUROPE@advantech.eu.

7.14 What are flat costs of repair?

Repair costs are provided in global policy located at:
http://erma.advantech.com.tw/EuropePolicy.mht

7.15 How to proceed when unit is received after repair and it is not working?

Advantech Service Center gives 3 months of warranty for each repair for the same issue. 2nd RMA during 30 days is called RMA DOA. If problem occurs directly after repair which means within 5 working days after delivery to Customer site, APSC will cover cost of transport for 2nd repair both ways. Customer should contact with RMA Administrator and inform about problem. After checking with engineer if problem cannot be solved via email, Service will organize pick up. Customer should open RMA number. In case when received unit will not have the same problem, or it will be NPF APSC charge for pick up service.

8. Advantech Services

Advantech offers extended services to meet special customer requirements. They are as follows:

8.1   Extended Warranty to protect your products in a better way within you budget. Advantech Extended Warranty Service can be purchased along with your product order or within 90 days of your product purchase. We provide **3 months/ 6 months and 1 to 3 years** extended warranty service to help customers to manage their maintenance budget in advance.

You can also buy extended warranty online and register your product at
http://www.advantech.com/.

8.2   Fast repair service – Advantech offers 12hours Fast Repair Service. After receiving the defective unit the product is guaranteed a repair turnaround time of 12 hours. Service is available only for board level repairing. More information you can find under the following link:
http://www.advantech.com.tw/service/Expedite_Repair.aspx.

8.3   Pick Up Service & Expedited Transport After Repair - Advantech can offer pick up and faster transport. Price table is available under the link:
http://www.advantech.com.tw/service/Pick_Up_Service.aspx.

8.4   Advanced Replacement Service - Advantech prepares replacement units in advance. When customer experiences system failure replacement units can be cross-shipped via next day service to customer to minimize downtime. Information you can find below:
http://www.advantech.com.tw/service/Replacement.aspx.

8.5   Upgrade service - Advantech enables hardware upgrades after a system's been purchased, providing new levels of system flexibility and productivity enhancement.
http://www.advantech.com.tw/service/Upgrade_Service.aspx.

Thank You