

# Intellicall Customer Information Bulletin

Bulletin #3



## INTELLICALL

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February 16, 2012

P/N 81-50-03924-02/C

**Summary:** This bulletin announces various changes in the Return Material Authorization (RMA) process. This policy is effective as of February 16, 2012

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### Return Material Authorization (RMA) Policy Update

This RMA Policy replaces all previous policies and is released February 1, 2012 Part Number 81-50-03924-02. Also, please note the changes to the **RMA Pricing Matrix**, shown on page 6.

If you have any questions about this bulletin, please call RMA Support toll free at 1-800-800-9091 or email [sales@intellicall.com](mailto:sales@intellicall.com). Calls will be received between 9:00 AM and 4:00 PM Central time, Monday through Friday. Thank you in advance for your cooperation.

# Intellicall Return Material Authorization (RMA) Policy

Effective February 16, 2012

## I. Return Material Authorization Definition

A Return Material Authorization (RMA) is properly completed instructions on a form provided by Intellicall to repair equipment being returned to the Company. Please send all products that require RMA service to the following repair center location:

Intellicall  
1333 W. Campbell Rd, #197  
Richardson, TX 75080  
ATTN: RMA DEPARTMENT

*Submission of equipment to Intellicall is deemed as authorization to repair and acceptance of charges incurred based on the pricing index as of the date submitted except for "On-Hold" equipment that will require authorization for additional charges, except for the standard handling fee if chosen not to repair.*

## II. Warranty Repairs

Equipment repaired by Intellicall is covered by warranties for the periods shown below, under normal use and service, to be free from defects in material and workmanship from date of shipment by Intellicall:

- ASTRATEL 2 board: Six (6) months
- All other electronics: Three (3) months
- Mechanical Components: Three (3) months

If the equipment does not operate as guaranteed during the warranty period, Intellicall shall correct any such defect by repairing the defective equipment at its own expense or replacing the defective item. All returned equipment that is replaced shall become the property of Intellicall.

## III. Warranty Exceptions

The above warranties do not apply to defects beyond the control of Intellicall such as: acts of God (including lightning strikes), abuse, mishandling, vandalism, accident, Electrostatic Discharge (ESD) damage, or failure to follow installation or operating instructions. Failure to provide a suitable operating environment, or unauthorized modification of Intellicall equipment or software, may invalidate your warranty. Other conditions that may invalidate the warranty include:

1. Failure to Use Anti-Static Bags—All electronic products must be shipped in anti-static bags (non-pink). Bags with large rips or holes are unacceptable. **Electronic products received with no anti-static bag will incur an additional \$1.00 charge for a bag.** RMA forms should not be in the static bag.
2. Damaged Boards—Boards with physically damaged or missing components, burnt traces or broken Printed Circuit Boards (PCBs).
3. Failure to Use Adequate Shipping Material—All electronic equipment must be shipped in suitable shipping containers. Placing several products in one box without proper packing material is unacceptable.
4. PCBs reworked by parties other than Intellicall, depending on the rework performed, may incur an additional repair charge of \$25 or higher.

Equipment found to have failed due to one or more of the causes shown above will be repaired, replaced or corrected pursuant to the Non-Warranty Repairs provisions in Section IV.

#### IV. Non-Warranty Repairs

Intellicall will service equipment listed in the **RMA Pricing Matrix** provided that:

1. A properly completed RMA form with issued RMA number is included with the return.
2. The equipment is repairable as determined solely by an Intellicall technician.
  - a. If the equipment is repairable but because of severity of the defect will incur additional charges, it will be placed "On-Hold" and additional authorization will be requested as indicated on the RMA form.
  - b. If the equipment is not repairable it will be placed "On-Hold" and additional authorization will be requested as indicated on the RMA form.
  - c. If Intellicall Manufactured equipment has been worked on by a non-authorized entity, i.e. another repair shop, the board will be subject to an automatic Level 2 repair as listed in our repair pricing matrix. Sending Intellicall Manufactured equipment to a non-authorized entity voids the original Level 1 manufacturers warranty and the extra level upgrade is used to recoup the repair costs of untrained repair work done on the equipment.

On customer notifications for additional authorization, if we do not receive a response within ten (10) working days, we will assume the equipment is not to be repaired and as such the equipment will be returned and the standard processing fee charged.

Conditions that will not allow normal RMA processing will place the product On-Hold and require a customer contact and decision.

#### V. On-Hold Determination

Normal RMA processing and pricing does not apply to equipment placed On-Hold. Conditions such as acts of God, abuse, mishandling, vandalism, electronic shorts, reliability problems, unauthorized rework, accidents, or any actions that inflict damage or affect the reliability could place the equipment On-Hold. The following conditions prevent normal processing and require a customer contact and decision before continuing:

- The equipment is repairable, but because of severity of the defect will incur additional charges. The customer will be contacted to determine whether the equipment should be: (a) returned unrepaired, (b) scrapped, (c) replaced by new or factory-refurbished equipment, or (d) repaired at a higher repair charge.
- The equipment is not repairable. The customer will be contacted to determine whether the equipment should be: (a) returned unrepaired, (b) scrapped, or (c) replaced by new or factory-refurbished equipment.

If it is decided to replace a board with a new or factory-reconditioned board, Intellicall will offer a discount off list price (price dependent upon the board) to be applied to the purchase of a replacement board. This replacement board will be warranted as a refurbished Intellicall product from the date of sale.

On customer notifications for additional authorization, if we do not receive a response within ten (10) working days, we will assume the equipment is not to be repaired and as such the equipment will be returned and the standard processing fee charged.

**Note:** *A processing fee will be incurred on all On-Hold RMAs that the customer chooses not to have repaired or replaced. The processing fee will be \$10.00 per board or boardset. This fee is necessary to recover the testing, shipping and handling costs to process the equipment.*

In light of the charges incurred for On-Hold equipment, below are some basic guidelines to refer to before sending equipment in for RMA service. This could help you determine whether a repair would make economic sense.

- Visually inspect your equipment for a physically damaged PCB (Printed Circuit Board). The PCB could be cracked, burned, fractured, a portion broken off or the circuitry burnt or damaged. In most cases, this condition is unreparable and a replacement board is required.
- Visually inspect your equipment for physically burnt or damaged components. In most cases, this condition is repairable as long as the PCB is not damaged.

The recommended method to determine On-Hold conditions is to visually compare the board in question to a known good board. Understand that a true assessment cannot be made until we analyze the equipment.

Should your equipment have any of the On-Hold conditions and you wish your equipment repaired in any case, indicate this on the RMA form. This will prevent delays in the processing of your equipment. In most cases, On-Hold equipment that is repairable will typically incur an additional charge of \$25 or more per board.

## VI. Shipping and Handling

**An RMA number must be obtained from the RMA Department at 1-800-800-9091 prior to shipment to Intellicall.** This is to enable us to track and prepare for each repair.

RMA forms can be downloaded from the Intellicall web site at [www.intellicall.com](http://www.intellicall.com). You can also receive a form via fax or mail by contacting the RMA Department. One RMA form must be used for each RMA submission.

You are responsible for properly packaging and shipping all equipment to Intellicall's repair center. Equipment with Electrostatic Discharge Sensitive (ESDS) devices and components **MUST BE SHIPPED IN PROTECTIVE ANTI-STATIC (NON-PINK) BAGS.** Otherwise, you risk voiding your warranty. Common plastic, styrofoam, or other generators of electrostatic voltage must never be inserted in any anti-static bag. More than one piece of electronic equipment should not be packed in one bag. An Electronic Industries Association (EIA) Attention label should be attached to all containers used for ESDS equipment to encourage special handling. Please mark the outside of the shipping container "**Attention: RMA Department**".

You are responsible for payment of shipping costs to and from the Intellicall repair center for non-warranty repairs. In the case of warranty repairs, you are responsible for payment of shipping costs to the Intellicall repair center and Intellicall is responsible for the cost of returning the item. The standard return shipment uses "UPS Ground" or US Postal Service "Parcel Post". Any desired "expedited" or overnight shipping costs for warranty repairs will be the responsibility of the customer.

## VII. RMA Turnaround Time and Pricing Matrix

Turnaround time is defined as the lapsed time in whole business days from the date Intellicall receives your equipment for repair and the date Intellicall returns (i.e., ships) your equipment to you. As shown in the **RMA Pricing Matrix** on page 6, the normal turnaround time is ten (10) to fifteen (15) working days for most repairs. However, for payment of an additional expedite fee of \$5.00 per unit, equipment will be repaired in five (5) working days. Other methods of return shipment may be requested provided the excess shipping costs over the standard shipping rate is paid.

The maximum number of RMAs to be received by Intellicall per customer is twenty-five (25) per day. If more than 25 RMA's are received from you in one day, turnaround time may be extended.

The published turnaround time does not apply to RMA's that require a customer contact and decision.

Lastly, please note that due to the large influx of RMAs received and processed during the months of May through September, turnaround time may be extended during this time. You will be notified of any extended RMA times.

## **VIII. Return Material Payment Policies**

- Repair charges are billed on a pre-pay basis with Visa, Mastercard, or COD, unless a Net-30 contract is on file.
- Non-US or Overseas accounts must be prepaid prior to repair commencing.
- Any applicable sales taxes will be the responsibility of the customer.

## **IX. RMA Processing Inclusions**

RMA repairs performed by Intellicall will include the following:

### **ASTRATL2**

- Repair by Intellicall trained technicians
- Testing on factory automated tester to verify full functionality of board
- Download of software to latest version
- Download of EEPROM data to latest version
- Cleaning of exterior covers

### **MARS Electronic Coin Mechanism**

- Repair by Intellicall trained technicians
- Upgrade to latest coin recognition firmware and calibration
- Cleaning of exterior covers

### **All other equipment (Keypads, Relays, etc.)**

- Repair by Intellicall trained technicians
- Cleaning of Intellicall proprietary metal or plastic components

## RMA Pricing Matrix

### Repair Payphone Products

EQUIPMENT	PRICE	
<b>ASTRATEL2</b>		
<b>Repair Only</b>		
Level 1 - Single Repair problem	\$40.00	
Level 2 - Two Repair problems	\$65.00	
Level 3 - Three or more Repair problems	\$90.00	
<b>Additional Fees</b>		
Battery Replacement Fee (1)	\$10.00	
ROM Upgrade Fee (1)	\$10.00	
<b>MISCELLANEOUS</b>		
<b>Repair Only</b>		
UltraTel Board Repair	\$40.00	
INET Management Board Basic Repair	\$50.00	
INET Management Board Major Repair	\$100.00	
INET Management Board 12Volt Modification	\$75.00	
INET Management Board Mosart Replacement	\$200.00	
MARS MS 16 Base Repair	\$35.00	
MARS MS 16 Actuator replacement (1)	\$15.00	
MARS Post Repair (1)	\$15.00	
Coinco Mechanical Coin Mech Repair	\$7.50	
Trigger Switch Repair	\$3.00	
Intellicall Armored Keypad	\$12.50	
Intellicall Hookswitch	\$7.50	
Escrow Relay Repair (w/bucket)	\$15.00	
Intellicall SDL or DL Cable Repair	\$10.00	
<b>Standard Expedite Charge</b>		
Per item	\$5.00	
NOTES:		
(1) Prices shown are in addition to the basic repair		
Repairs on any other equipment will be on a negotiated price and turnaround basis		

### IX. RMA Support and Inquiries

If you have any questions about this bulletin, please call RMA Support at (800) 800-9091 or email [sales@intellicall.com](mailto:sales@intellicall.com). Calls will be received between 9:00 AM and 4:00 PM Central time, Monday through Friday.