



# Cisco Customer Support

Return for Repair: A Return Material Authorization  
Reference Guide for Service Provider Video Technology Products\*

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\*Formerly Scientific Atlanta

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# Contents

Introduction	3
Scope	3
Submitting an RMA Request for Your Service Provider Video Technology Products	4
For Customers Who Currently Purchase Products Directly from Cisco	4
For Customers Who Currently Purchase Products from a Channel Partner	4
For Channel Partners Who Currently Purchase Products from a Distributor	4
New Address for Local Repair Returns for Canada Only	5
Advantages of a Service Support Contract	5
Using the New RMA Template	6
New RMA Acknowledgement	7
Advanced Replacement Service Order Acknowledgement	8
Credit Verification Required for Incident Based Repairs	9
Flat-Rate Repair Pricing	9
A Different Looking Repair Invoice; Freight Charges Are Included	9
Reading Your RMA Notifications Using Acrobat Reader	10
Self-Management Product Configuration Updates	10
End-of-Life, End-of-Support and Supported Product List	10

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## Return for Repair:

# A Return Material Authorization Reference Guide

### Introduction

Welcome! To promote a more seamless Return Material Authorization (RMA) process for Return for Repair service, the historical Scientific Atlanta (SA) warranty records for all customers were updated using Cisco's tools and systems. In addition, a new Repair support tool has been implemented. Together, these actions streamlined 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, 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 (e.g., RMA template), and other information described in this guide apply only to Cisco Service Provide Video Technology (SPVT) products and do not apply to other Cisco products. RMA in this document refers to both in and out of warranty Return for Repair and service contract Return for Repair RMAs.

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## Submitting an RMA Request for Your Service Provider Video Technology (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 product 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 phone:** Toll-Free: 1-888-949-4786, option 1  
To request a return materials authorization (RMA) number, contact the Cisco representative assigned to your account [www.cisco.com/web/solutions/sa/Cisco-SA\\_Product\\_Repair.pdf](http://www.cisco.com/web/solutions/sa/Cisco-SA_Product_Repair.pdf). This option has not changed.
- **By email:** [dmnrmarequest@cisco.com](mailto:dmnrmarequest@cisco.com)

To view the overall procedure for returning your Cisco SPVT product for repair, click [here](#).

For assistance or RMA-related questions, please call the appropriate contact in your country or region: [www.cisco.com/web/solutions/sa/Cisco-SA\\_Product\\_Repair.pdf](http://www.cisco.com/web/solutions/sa/Cisco-SA_Product_Repair.pdf).

### For Customers Who Currently Purchase SPVT Products from a Channel Partner

Please contact your Channel Partner with your SPVT product information and product-specific serial number to determine the coverage status for your SPVT product. Please 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 [www.cisco.com/web/partners/index.html](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 would like repaired is in-warranty or on a valid service contract:** You can obtain support for that product from Cisco by requesting an RMA via your Channel Partner.
- **If the product you would like to be repaired is now out-of-warranty or not covered by a valid service contract:** Please work with your Channel Partner to obtain a Service Contract or incident-based repair service. The multiple advantages of a Service Contract appear below.

### For Channel Partners Who Currently Purchase SPVT Products from a Distributor

Please contact your Distributor with the SPVT product and serial number information and work with them to determine coverage status.

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## New Address for Local Repair Returns for Canada Only

The documentation and requirements for this service has not change. The turnaround time to process the returns will remain. We require the returns to be packaged in a suitable manner and that all documentation is correct and reflects the contents in the shipment.

The new SHIP TO address is:

Cisco Returns  
C/O UPS SCS  
7315 David Hunting Drive  
Mississauga, Ontario  
L5S1W3  
Canada  
PH: 905 672-9595

## Advantages of a Service Support Contract

As 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. Click on [www.cisco.com/en/US/products/prod\\_warranties\\_listing.html](http://www.cisco.com/en/US/products/prod_warranties_listing.html) to learn more.

With a Service Support contract, you would receive:

- Registered access to Cisco.com, including on-line support, access to a system to track your support cases, and an array of other valuable tools and information.
- 24/7 technical support through the Cisco Technical Assistance Center (TAC)
- Latest software updates
- Plus, you may continue your product coverage with an option for Return for Repair or Advanced Hardware Replacement

## Using the New RMA Template

The information required within the RMA Template, including the Serial Number and Special Instructions, is the same. However, the look of the template has changed slightly:

### Return Material Authorization (RMA) Fax Request Form

Your Account Information				
<b>Bill To:</b>	Company Name		Account #	
	Street Address			
	City, State, Zip Code, Country			
	Contact			
	Phone			
	Fax			
	E-mail address			
	<b>Ship To:</b>	Company Name		E-Digit ID #
Street Address				
City, State, Zip Code, Country				
Contact				
Phone				
Fax				
E-mail address				
Purchase Order, Warranty and General Instructions				
Your PO# for Repair <small>Authorized by (if no PO provided)</small>			Method of Payment	
Original PO number(s) under which the Unit(s) were shipped, if possible			Service Contract if Any	
Product to be repaired				
Item #	Qty	Model/Part No.	Serial No (if applicable)	Symptom or Problem
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
Your Special Instructions				


Product serial number is critical to determine "in-warranty" or service coverage

Identify other needs, including cosmetic repairs or re-kitting (new power cords or cables), in addition to the repair itself

To obtain a copy of this form, please click <http://www.scientificatlanta.com/contactus/RMAprocedure.pdf>

## New RMA Acknowledgement


The following is a sample of the new RMA Acknowledgement form with key data such as RMA#, Item No., Part Number, Description, and Return Instructions.

		<h3>RMA Acknowledgement</h3>		
		Date	15-MAR-11	
		RMA #	6000083	
		Customer PO	DY-100819	
		Payment Terms		
		Page:	1 of 1	
<b>Sold To</b> 132534367 <b>DAYOU NETWORKS CO LTD</b> <b>SEONGNAM SI</b> <b>500 2 SANGDAEWON DONG JUNGWON GU</b> <b>GYONGGI DO 462-120 KR</b>  <b>Attn</b> <b>Tel</b> <b>Fax</b> <b>Email</b>		<b>Ship To</b> 132862088 <b>DAYOU NETWORKS CO LTD</b> <b>JUNGWON-GU</b> <b>500-2 SANGDAEWON-DONG</b> <b>SEONGNAMSI 462-120 US</b>		
<p><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></p>				
<b>Item No.</b>	<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>	<b>Unit</b>
1	4008447	(P2-HD-13TXTS-06-SA)1310HD Fwd Tx,1GHz,6dBm,Std,SA	1	EA
WWAAORXE				
<b>Please Direct Inquiries To</b> <b>Customer Service</b> <b>apac-lsc-sa@cisco.co</b>		<b>Return Instructions</b> Please return the equipment to the following address and clearly mark your package with RMA #6000083  <b>U34 - CISCO SYSTEMS INC.</b> <b>1270 DON HASKINS DRIVE, STE</b> <b>EL PASO</b> <b>US 79936</b>		
<p><b>NOTICE:</b> By submitting the equipment described above to S-A for repair, the Customer acknowledges and agrees that it shall pay the amount charged by S-A for the repairs immediately upon receipt of written notice (pro-forma invoice) from S-A 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, S-A at its option, shall have the right to retain the equipment or to dispose of such equipment. S-A 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 S-A, Customer further agrees that it waives any obligation of S-A 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, S-A will submit to the Customer any amount obtained from the disposition of the equipment in excess of the Costs.</p> <p>Customers in the United States and Canada, please note: Cisco has appointed CTDI, a global leader in the repair and service industry, to perform in and out of warranty repairs on Scientific Atlanta's cable modems (data and voice). Effective July 1, 2008 cable modem repairs will no longer be processed directly by Cisco. Please contact your Customer Specialist at 1-800-722-2009 for information on how to obtain a repair RMA for cable modems. We appreciate your business!</p>				

## Advanced Replacement Service Order Acknowledgment

If you are a customer initiating service on an Advanced Replacement Service, you will see the Service Order Acknowledgment (also referred to as RMA) after creating your New Service Order on the Service Order Tool (SVO).

The service order confirmation screen will display the **Service Request Number**, product **Return Information** and **Instructions** for return.


Help | Feedback

Create New Service Order
Live Chat

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### Your Order Is Complete

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

<b>Contract Number:</b> 90623901 - ACTIVE	<a href="#">Create New Order</a>
<b>Order Number:</b> 83770156	<a href="#">Get Status</a>
<b>Service Request Number:</b> 617391213	<a href="#">Update Ship Method</a>
<b>Service Level:</b> Advance Replacement - Next Business Day	<a href="#">SVO Resolve</a>

**Billable:** No

**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
<b>Additional Notes</b>		Substitution Text					

**Return Parts**

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

**Replacement Parts**

Line	Return Line Ref	Part Number	Description	Qty	Req Ship Date	Schd Ship Date	Warehouse
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**Return Parts**

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

**Return Information**

<p><b>Return Address</b></p> <p>Cisco Systems International BV C/O KUEHNE + NAGEL SOJADUK 4 HELMOND, 5704 RL NL</p>	<p><b>Instructions</b></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. For Trade-In RMA returns, please visit: <a href="#">CTMP Return Instructions</a> For contracted Service RMA returns within U.S., Canada, European Union, Norway, Switzerland, Iceland and Israel please visit: <a href="#">Product Online Web Returns (POWR)</a> Tool</p> <p style="font-size: small;">Asset Recovery : Email <a href="mailto:Asset-recovery-Europe@cisico.com">Asset-recovery-Europe@cisico.com</a> or Phone +31 20 357 3586</p>
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## Credit Verification Required for Incident Based Repair

To initiate or submit an RMA request, you are required to have an existing account with Cisco and a verified entitlement to service. Customers who purchase from Cisco may initiate an RMA request with Cisco. Customers who purchase from a Channel Partner are required to initiate an RMA with the Channel Partner.

After validation of credit and Customer entitlement, an RMA order will be created and you will be notified by Cisco or by your Channel Partner that the RMA request was accepted.

If a credit validation issue is identified, a Cisco representative will contact 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 will now offer flat-rate repair pricing for all products. If your product is out of warrant or not covered by a service contract, you may chose to be invoiced for repair services based Flat-Rate Repair pricing option. Time and material estimates will no longer be 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 the Customer may be purchase.

## A Different Looking RMA Invoice; Freight Charges are Included

Customers will notice a slightly different looking RMA invoice compared to the previous one. For the most part, the information presented is the same. More data are shown in the "Ship Item/Description" field. One notable difference is freight charges are no longer shown separately but are included within the final total.

TERMS		DUE DATE	CUST. CONTACT	SHIP DATE	CARRIER/SERVICE LEVEL		SHIPPING REFERENCE		
30 NET		04-SEP-2010			BESTWAY		8112886		
P.O. LINE NO.	ITEM NO.	SHIP ITEM / DESCRIPTION			ORDERED	SHIPPED	TAX	UNIT PRICE	EXTENDED AMOUNT
	11	REP-SVIP, RMA: 600140 Explosion 940 Compact Dgsl1A ST Serial: S4BNHENTT Part: 401470 Warranty Status: Out of Warranty Repair Action: Repaired			1	1	Y	60.00	60.00
ADDITIONAL INFORMATION					SUBTOTAL	FREIGHT DUTY	TAX	TOTAL	
Document Type: SERVICE ONLY ORDER Billing Agency: service provider @sales 408-810-8420 Services Permitted: Major and Non-Demo Option Lists					60.00	00	4.20	64.20	

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

## Reading Your RMA Notifications Using Acrobat Reader

Acrobat Reader software will now be required in order to open and various RMA notifications. Please download a free copy of this software by clicking <http://get.adobe.com/reader/>.

## Self-Management Product Configuration Updates

Self-management configuration options are available for installing license, installing encoder settings, setting IP address and setting hardware ID via front panel of control card. If you wish to obtain the corresponding installation and user manuals, please contact Support. The following 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"><li>• Install license</li><li>• Install encoder settings</li><li>• Set IP address</li></ul>	Contact Support to obtain

D91xx Products	Configuration Options	Installation and User Manuals
D9120 D9140 D9150 D9154 D9155 D9156	<ul style="list-style-type: none"><li>• Set hardware ID via front panel of control card</li></ul>	Contact Support to obtain

## 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 have received notices of End-of-Life or End-of-Support for any of your existing products, please note that repair may not be an option as parts will not be stocked for products beyond the End-of-Support date.

Please refer to [DMN Repairable and Supportable Products List](#) for a listing of all products which are currently serviceable.



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**Europe Headquarters**  
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