

RMA Process - Spectralink DECT and Wi-Fi Effective April 2017

RMA Process

1. Complete the [online RMA form](#) for each item being returned
2. Wavelink will then process your submission, generate an RMA number and email you a completed RMA document
3. Courier (with signature required) the equipment, together with a printed copy of the RMA document from Wavelink to:
Wavelink
RMA #: *(Specify RMA number issued by Wavelink)*
401 Riversdale Road
Hawthorn East VIC 3123

Warranty Periods

| | |
|------------------------------|----------|
| New Hardware | 1 year |
| Handset Batteries | 1 year |
| Factory Refurbished Handsets | 3 months |

Product ID (P-ID) / Serial Numbers

DECT

All Spectralink DECT equipment is tracked using the Product ID (P-ID). This is a 12 digit alphanumeric code specific to each individual item. This code is required at the time of requesting an RMA, along with Year and Week of Manufacture (e.g. 13W42 indicates the item was manufactured in week 42 of 2013).



Accessing the Hardware P-ID

74-series Handsets

The only way to view the P-ID is by opening the battery cover and viewing the P-ID on the manufacturer's sticker found inside the handset under the battery as per the image above.

75-series, 76-series, 77-series and Butterfly Handsets

Menu>Status>General information, which displays the P-ID. If unable to turn handsets on, as with all other hardware, the P-ID can be found on the manufacture sticker found inside the handset under the battery

Other Hardware

For all DECT hardware other than handsets, the P-ID is located on a sticker on the back of the hardware.

Wi-Fi Handsets

All Spectralink Wi-Fi equipment is tracked using the Serial Number (S/N). This is a 9 digit code specific to each individual item. This code is required at the time of requesting an RMA, along with Month and Year of manufacture. Both items are located on the manufacturer's sticker inside the handset under the battery.



Repairs under Warranty

When an item is returned and assessed as being under Warranty, it is replaced with Factory Refurbished equipment, which has been refurbished by Spectralink.

NB: Refurbished handsets DO NOT include a new battery. The battery from the faulty handset would be returned with the replacement battery after the battery had been assessed. If the battery did not pass assessment, it would either be replaced (if under warranty) or quoted for replacement subject to Reseller's standard pricing.

No Fault Found

Any equipment returned under RMA and after testing is assessed as No Fault Found is subject to No Fault Found Assessment fee covering assessment and administration time.

Water Damage

Any equipment found to be water damaged is un-repairable and will be written off. Wavelink will charge the No Fault Found Assessment fee for any equipment which is found to be water damaged. If water damage is detected in handsets returned to Spectralink for repair, Wavelink will be charged the full price for a new replacement handset. This charge will be passed on to the reseller.

DOA (Dead on Arrival)

Any equipment that appears to be DOA still needs to be logged for a RMA – once equipment is returned it will be switched out for NEW. DOA equipment returned to Wavelink must be in **BRAND NEW** condition in original packaging (not written on).

Should Advance Replacement be required, Reseller must raise a Purchase Order on Wavelink for the replacement equipment and note the RMA No. for the DOA equipment. This equipment will be invoiced out at standard Reseller pricing and will be credited back only upon receipt of DOA. DOA unit must be returned in **BRAND NEW** condition, with original packaging, within 10 days for this to apply.

Repairs not under Warranty

NOTE: Handsets that are more than four (4) years old will not be repaired as they are deemed uneconomical to repair.

When an item is returned and assessed as Repairable but Non Warranty, equipment is quoted for it to be replaced with Factory Refurbished equipment, which has been refurbished by Spectralink. Upon acceptance from the Reseller, refurbished equipment is supplied.

Refer to attached price list for RMA Non Warranty Prices.

NB: Refurbished handsets DO NOT include a new battery. The battery from the faulty handset would be returned with the replacement battery after the battery had been assessed. If the battery did not pass assessment, it would either be replaced (if under warranty) or quoted for replacement subject to Reseller's standard pricing).

No Fault Found

Any equipment returned under RMA and after testing is assessed as No Fault Found is subject to No Fault Found Assessment fee covering assessment and administration time.

Water Damage

Any equipment found to be water damaged is un-repairable and will be written off. Wavelink will charge the No Fault Found Assessment fee for any equipment which is found to be water damaged. If water damage is detected in handsets returned to Spectralink for repair, Wavelink will be charged the full price for a new replacement handset. This charge will be passed on to the reseller.

Return for Credit

Returning equipment for Credit is conditional upon equipment having been supplied within past 30 days only. ALL equipment being returned must be in **BRAND NEW** condition in original packaging (not written on). Returns for credit are subject to a 20% Restocking fee, and must be returned within 10 days of an RMA number being issued. Acceptance of return for credit is at the discretion of Wavelink upon receipt. Credit is applied against reseller account only.

REFURBISHED HANDSETS - NON WARRANTY ITEM LIST / REPAIRS

Please request a quote from Wavelink for current pricing

DECT HANDSETS

| | |
|------------------------------------|---------------------|
| No Fault Found | K-SERV-NFF |
| Butterfly (Black)** | K-SERV-BUTFLYBLK |
| Butterfly (White)** | K-SERV-BUTFLYWHT |
| 7420** | K-SERV-7420 |
| 7440** | K-SERV-7440 |
| 7520** | K-SERV-7520 |
| 7540** | K-SERV-7540 |
| 7480 Change of Battery Only | K-SERV-7480BAT |
| 7640** | K-SERV-7640 |
| 7710** | K-SERV-7710 |
| 76XX and 77XX Handset Battery Swap | K-SERV-BATTERYSWAP* |

*Batteries on the previous generation 76XX and 77XX series handset ranges are not user or reseller changeable. To avoid breach of warranty and possible comprising of the handsets' IP rating for water and dust protection, handset battery replacement must be undertaken by Wavelink. A nominal charge of \$25 has been set to cover Wavelink labour, which EXCLUDES the cost of a replacement battery.

** While stocks last. For other handsets, please request a quote from Wavelink.

PURCHASE OF REFURBISHED HANDSETS - NON WARRANTY PRICE LIST

Please request a quote from Wavelink for current pricing

WI-FI HANDSETS

| | |
|--------------------|------------------|
| No Fault Found | K-SERV-NFF |
| 8440 / 8441 | S-4870-00981-091 |
| 8450 / 8452 / 8453 | S-4870-00982-091 |
| 8741 / 8742 | S-XBA87410 |