

RMA Process - Spectralink DECT and Wi-Fi

Effective Nov 2024

RMA Process

1. Complete the [online RMA form](#) for each item being returned
2. An email with a ticket # will be sent to you after submitting the online RMA form. Please use this ticket # to reference your return request if needed. Please contact us if you have not received an email with your ticket number for 1 business day
3. Ensure you choose “signature required” when arranging shipment of your equipment to us with your courier
4. Ensure your return address includes your ticket #
5. Wavelink equipment return address is as follows:

Attention: RMA Department
Ticket #: *Specify ticket number issued by Wavelink*

Company Name: Wavelink
Unit 1, / 318 Auburn Road
(Via Inverleith Street)
Hawthorn VIC 3122

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

K-SERV-NFF	No Fault Found
K-SERV-XBA7202	DECT 7202 Handset - Standard Repair Return
K-SERV-XBA7212	DECT 7212 Handset - Standard Repair Return
K-SERV-XBA7420	DECT 7420 Handset - Standard Repair Return
K-SERV-XBA7440	DECT 7440 Handset - Standard Repair Return
K-SERV-XBA7520	DECT 7520 Handset - Standard Repair Return
K-SERV-XBA7522	DECT 7522 Handset - Standard Repair Return
K-SERV-XBA7532	DECT 7532 Handset - Standard Repair Return
K-SERV-XBA7540	DECT 7540 Handset - Standard Repair Return
K-SERV-XBA7620	DECT 7620 Handset - Standard Repair Return
K-SERV-XBA7622	DECT 7622 Handset - Standard Repair Return
K-SERV-XBA7640	DECT 7640 Handset - Standard Repair Return
K-SERV-XBA7642	DECT 7642 Handset - Standard Repair Return
K-SERV-XBA7710	DECT 7710 Handset - Standard Repair Return
K-SERV-XBA7720	DECT 7720 Handset - Standard Repair Return
K-SERV-XBA7722	DECT 7722 Handset - Standard Repair Return
K-SERV-XBA7740	DECT 7740 Handset - Standard Repair Return
K-SERV-XBA7742	DECT 7742 Handset - Standard Repair Return
K-XBAS33	DECT S33 Handset - Standard Repair

*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 labor, which EXCLUDES the cost of a replacement battery.

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
9540	S-XBA9540-0
9533	S-XBA9553-0
9640	S-XBA9640-0
9653	S-XBA9653-0
Any type of repair relating to RMA	S-SERV-REPAIR