

## APsystems Module Level Rapid Shutdown Devices and Transmitters Return Merchandize Authorization (RMA) Process

This document outlines Altenergy Power Systems USA Inc. (“APsystems”) Return Material Authorization (RMA) process for its Module Level Rapid Shutdown Devices and Transmitters (collectively named the “Products”)

To obtain service under APsystems Limited Warranty for Rapid Shutdown Devices and Transmitters, Customer must comply with the following procedures:

The Customer must contact an APsmart technical support representative (apsmart.support@apsystems.com or +1-866-374-8538) to evaluate and troubleshoot the problem while the APsmart Product (Rapid Shutdown devices or Transmitters) is still installed in its original location. If remote or in-field trouble shooting does not solve the problem, and APsystems determines that the reported defect is eligible for coverage under the Limited Warranty, APsystems will notify Customer accordingly, and APsystems may, at its option, either

- (1) Repair or replace the defective Product free of charge, or
- (2) Provide a refund to the holder of the Warranty of an amount equal to the actual value of the Defective product at the time of the discovery of the defect.

Where a replacement has been decided by APsystems, the following information will be required by the Technical Support Representative for the RMA application.

1. Reseller information
2. Model and Serial Number of the defective product
3. Detailed description of the defect
4. Shipping address for the warranty replacement Products please see details in RMA request form attached in last page of this document.

APsystems may, at its options, use new and/or reconditioned parts, and/or parts of the original or a subsequent design, in repairing or replacing the Defective Products. The replacement Products shall continue to be covered under the Limited Warranty for the remainder of the then-current Warranty Period for the Product. APsystems will provide standard ground shipping. Replacement Product will be shipped to, either distributors, installer or end-user at APsystems sole discretion. Upon mutual agreement between APsystems and Customers, replacement products will be shipped at each occurrence of an approved RMA or shipped together on a monthly or quarterly basis. APsystems will bear the cost of such shipment, but not the cost of any import duties or taxes. If expedited shipping is requested, the shipping costs will be billed to the customer.

In the case of defective product is installed outside of the country of the direct APsystems customer’s base of operations, the replacement Product will be shipped to APsystems’ direct customer only. It will be the direct customer’s responsibility to ship the replacement Product to the appropriate location.

All costs, including, without limitation, labor, travel and boarding costs of APsystems service personnel or others that are incurred for labor relating to repairs, uninstalling and reinstalling of Products on-site, as well as costs related to Customer’s employees and contractors repair or replacement activities, are not covered by the Limited



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Warranty and, unless otherwise agreed in advance by APsystems, shall be borne by the Customer. After uninstillation, the Defective Products shall be disposed by Customer, following local recycling regulations.

APsystems reserves the right to request return of defective Products on a case-to-case basis. If return is required, Customer is expected and requested to repack the defective Products in the same shipping box used to ship the replacement, and manually apply the APsystems provided return shipping label(s) to the box of the equipment to be returned. If there are any unresolved or pending financial issues between the Customer and APsystems at the time of the trouble call reporting, the issue will have to be resolved before material exchange can occur. APsystems does not provide new replacement equipment to distributors or installer who exchange new equipment from their stock to customers in the field at their own discretion.

The customer should keep detailed records to document RMA transactions for future reference. APsystems revised its RMA policies from time to time.

The policies described herein replace all prior policies and are effective June 10, 2021.

# RMA Request Form



**RMA Steps:**

1. Fill out this form completely.
2. Attach collected data of failed devices.
3. Email to APsmart technical support team.
4. Receive UPS tracking # for RMA shipment.

Technical Support: e-mail: [apsmart.support@apsystems.com](mailto:apsmart.support@apsystems.com) Toll free: 1-866-374-8538 Web: [apsmartglobal.com/support](http://apsmartglobal.com/support)

<b>For Services Use Only</b>	Company Name:	
	Distributor Name:	
<b>RMA Number:</b>	Ship To Address:	
Date RMA Issued:	City:                      State:                      Zip Code:	
Processed By:	Requested By:	
Item Returned:	Email:	
Date Received:	Phone:	

Quantity	Product Code	Article #	Description	Failed Devices Serial Number	Return (Y/N)	Replaced Devices Serial Number	Credit

<b>Product Codes</b>	<b>Comments / Data Attachment</b>
<ul style="list-style-type: none"> <li>1. RSD-S-PLC</li> <li>2. RSD-D</li> <li>3. Transmitters-PLC</li> <li>4. Power Supply</li> <li>5. CT</li> <li>6. Outdoor Kit</li> <li>7. RSD EYE+</li> <li>8. RSD Start Kit</li> <li>9. Other</li> </ul>	

<b>For Services Use Only</b>	
<b>If items need to be returned, please ship to the address below after receiving an RMA number:</b>	RMA Credit Inventory Issued:                      Yes / No
	Total Credit Amount:
	Transaction Number:
	Date Issued:
	Issued By:
	Comments: