




Purpose: This procedure describes the RMA policy for Kontron Technology A/S Motherboard products

Step	Description
1.	<p>RMA number request</p> <ul style="list-style-type: none"> - Contact Kontron Technology A/S for assignment of RMA number: <ul style="list-style-type: none"> • Email: service@kontron.com • Phone: +49 9461 950 288 • Fax: +49 9461 950 299 - You need one RMA number for each shipment - No matter if the shipment is for one product or multiple products, you need only one RMA number (Goods without RMA number cannot be processed and will be returned to the customer).
2.	<p>Quality and Warranty</p> <ul style="list-style-type: none"> - Warranty applies for 2 years from date of invoice. - The warranty does not cover defects caused by modifications undertaken by the Customer or a third party without the consent of Kontron Technology A/S, inadequate maintenance, physical damage, over-load, or use of any unsuitable materials. - The RMA service does not include root cause analysis. Kontron Technology A/S may decide to perform a root cause analysis in case a problem is judged to be of a general/systematic nature to improve the overall quality. The assessment is done by Kontron Technology A/S. - For DOA products: please follow the normal RMA procedure and select “Swap” on the RMA form. A replacement product will be shipped as soon as the product is confirmed to be defective in our tests. Advance replacement is not offered.
3.	<p>Return shipment for repair</p> <ul style="list-style-type: none"> - Only RMA product(s) purchased directly from Kontron Technology A/S can be returned. If not purchased directly from Kontron Technology A/S, then please return the product to your point of purchase. - If the product from KT is configured (including CPU, DRAM, Cooler etc) then it must be returned fully configured. Configured boards can be recognised from the sales part no. by: P/N: 810xxx-4xyy. If yy is different from “00” then the board is configured and must be returned fully configured. - The RMA form must be filled out, one for each product, and packed together with the product, if not: the repair cannot be processed - On the RMA form it is very important that a selection is made between: <ol style="list-style-type: none"> 1. Swap Service 2. Test and repair service. <p><u>Swap service:</u> Upon arrival at RMA centre, the board is checked for errors. If the board has a functional error, and this is not considered customer induced, then the board will be swapped and returned to customer within 2-4 days of arrival to RMA centre Roding. If no error is found or the error is customer induced, the board will be forwarded to repair for further investigation, test and repair, and handled as a “test and repair” case.</p> <p>The swap service is based on a swap stock of products to fulfil the 2-4 day turnaround time. In cases where the needed amount of swap products exceeds the expectations, KT will execute the swap soonest possible depending on availability.</p>

	<p><u>Test and repair service:</u> Upon arrival to the RMA centre, board is tested and then forwarded to repair. Here test, investigation and repair are performed, and after repair the board is returned to customer. The majority of all RMA cases are returned within 6 weeks of arrival to RMA centre.</p> <p><u>Shipping instructions:</u></p> <ul style="list-style-type: none"> - The problem description and the serial number on the RMA form must be filled out; otherwise the repair cannot be processed. - The accessories mounted on the product must be included on the RMA form, if not: you cannot be sure of receiving them back. - The RMA number must be written outside of the package and on the packing slip. - All products must be packed properly and for shipping. All products must be packed using ESD protective material. - Shipment must be paid by sender and shipped to: Kontron Europe GmbH LOGISTIKZENTRUM Werner- v.- Siemens-Str. 1 93426 RODING, Germany
<p>4.</p>	<p>Repair time and cost</p> <p>Boards with no error found “Swap service” + “Test and Repair”</p> <hr/> <p>Boards returned for RMA will be tested to verify full functionality. In case the customer specifies specific failure description, RMA personnel will extend the testing in this area.</p> <p>If after these tests, no error is found (NEF), KT reserve the right to Invoice 35€ for each NEF case.</p> <p>Normal warranty repair “Test and Repair”</p> <hr/> <ul style="list-style-type: none"> • Repair cost : Free of charge (including ECO / BIOS update) In case that swap is required, Kontron Technology A/S reserves the right to swap to the same or a later revision of the product than returned from the customer. • General delivery time : Majority of RMAs shipped out in 6 weeks, from receipt until shipment from Kontron Technology A/S • Freight cost to customer : Free of charge <p>Normal warranty repair “Swap service”</p> <hr/> <ul style="list-style-type: none"> • Repair cost : Free of charge, board is swapped. Kontron Technology A/S reserves the right to swap to the same or a later revision of the product than returned from the customer. • General delivery time : Majority of RMAs shipped out in 2-4 days, from receipt until shipment from Kontron Technology A/S • Freight cost to customer : Free of charge <p>Customer introduced faults with or without warranty “Swap service” + “Test and Repair”</p> <hr/> <ul style="list-style-type: none"> • Out of warranty, Flat rate : 35€ • Repair cost: <ul style="list-style-type: none"> - Minor repairs : From 65€ - Major repairs : 110€ - Not repairable, new board : Latest purchase price • General Delivery time : Majority of RMAs shipped out in 6 weeks, from receipt until shipment from Kontron Technology A/S • Freight cost to customer : Charged to customer • Cost for repair will be informed to the customer for approval

	<p>Product update service, product without warranty “Swap service” + “Test and Repair”</p> <ul style="list-style-type: none"> • Out of warranty, Flat rate : 35€ • Repair cost <ul style="list-style-type: none"> -ECO / BIOS update : 35€ -Not repairable, new board : Latest purchase price • General Delivery time : Majority of RMAs shipped out in 6 weeks, from receipt until shipment from Kontron Technology A/S • Freight cost to customer : Charged to customer • Cost for repair will be informed to the customer for approval <p>Swap of product with or without warranty “Swap service” + “Test and Repair”</p> <p>For all returned, defect products, Kontron Technology A/S reserves the right to decide to swap the product to another.</p> <p>In case of swap, Kontron Technology A/S reserves the right to swap to the same or a later revision of the product than returned from customer.</p> <p>In case of swap and in case that the product is end of life (EOL), Kontron Technology A/S reserves the right to swap to a newer product with similar functionality or make a credit note.</p>
<p>5.</p>	<p>RMA form</p> <ul style="list-style-type: none"> - The RMA form can be found below, on our web-site: www.kontron.com
<p>6.</p>	<p>Important information</p> <ul style="list-style-type: none"> - When completing the below form, please fill in using the below label information on the board. <p>Kontron Serial Number: </p> <p>Kontron Board Number: </p> <p>Kontron Part Number: New numbering system don't use -Rxx in S-P/N instead is used Rev.code YYZZXXXX or YYZZXXXXHH</p> 

Return for RMA

Kontron Europe GmbH
LOGISTIKZENTRUM
 Werner- v.- Siemens-Str. 1
 93426 RODING, Germany

Phone: +49 9461 950 288
 Fax: +49 9461 950 299

SERVICE TYPE:

Company: _____ City: _____ Country: _____ Contact: _____ Original PO#: _____	Warranty repair: <input type="checkbox"/> Wrong delivery: <input type="checkbox"/> Second time RMA return: <input type="checkbox"/> Purchase date: _____ Your reference/ case#: _____ Our reference / Tech contact: _____
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RMA number: _____ Kontron Serial number: _____ Kontron Board number: _____ Kontron Part number: _____	<table border="0" style="width: 100%;"> <tr> <td style="text-align: right;">Accessory included:</td> <td style="text-align: center;">Details / Part number</td> </tr> <tr> <td>CPU: <input type="checkbox"/></td> <td>_____</td> </tr> <tr> <td>DRAM: <input type="checkbox"/></td> <td>_____</td> </tr> <tr> <td>Cooler: <input type="checkbox"/></td> <td>_____</td> </tr> <tr> <td>Other: <input type="checkbox"/></td> <td>_____</td> </tr> </table>	Accessory included:	Details / Part number	CPU: <input type="checkbox"/>	_____	DRAM: <input type="checkbox"/>	_____	Cooler: <input type="checkbox"/>	_____	Other: <input type="checkbox"/>	_____
Accessory included:	Details / Part number										
CPU: <input type="checkbox"/>	_____										
DRAM: <input type="checkbox"/>	_____										
Cooler: <input type="checkbox"/>	_____										
Other: <input type="checkbox"/>	_____										

Problem description:

General	Function problem	Accessory problem	Update request
Problem detected: Dead On Arrival <input type="checkbox"/> In Test <input type="checkbox"/> In Field <input type="checkbox"/> Problem behaviour: No boot <input type="checkbox"/> Unstable <input type="checkbox"/> Sporadic <input type="checkbox"/> Visual: PCB Damage <input type="checkbox"/> Missing component <input type="checkbox"/> Damaged component <input type="checkbox"/> Burned component <input type="checkbox"/> Solder error <input type="checkbox"/> Cleanliness <input type="checkbox"/>	Display output: CRT <input type="checkbox"/> DVI <input type="checkbox"/> LCD/LVDS <input type="checkbox"/> DP <input type="checkbox"/> HDMI <input type="checkbox"/> Storage interface: PATA <input type="checkbox"/> SATA <input type="checkbox"/> Compact Flash <input type="checkbox"/> Floppy <input type="checkbox"/>	I/O: USB <input type="checkbox"/> Firewire <input type="checkbox"/> LAN <input type="checkbox"/> Audio <input type="checkbox"/> COM ports <input type="checkbox"/> PCI <input type="checkbox"/> PCIe / miniPCIe <input type="checkbox"/> LPT port <input type="checkbox"/> Keyboard/ Mouse <input type="checkbox"/> Feature port <input type="checkbox"/> Other: Battery <input type="checkbox"/> BIOS error <input type="checkbox"/> CMOS error <input type="checkbox"/>	CPU <input type="checkbox"/> DRAM <input type="checkbox"/> Cooler <input type="checkbox"/> Flash device <input type="checkbox"/> Add card <input type="checkbox"/> Other <input type="checkbox"/> BIOS update <input type="checkbox"/> ECO update <input type="checkbox"/>

Problem details, specify as much as possible for reproducing problem:

System details:
 O/S:
 Power supply:
 Attached devices:
 Frequency of observed problem:
 Etc.: