

What has changed?

1. *Rauland is no longer giving quotes for repairs*
2. *There are now, “No Trouble Found” and “Not Economical to Repair” fees*
3. *Customers will ship bad parts directly to Rauland*
4. *There are fixed repair costs for each part*

Do's and Don'ts to Repair Parts

1. *Do Repair*
 - a. *All R4 parts*
 - b. *All R4K parts*
 - c. *All R5 in warranty parts*
 - d. *All R5 non-single gang devices that are out of warranty*
2. *Do Not Repair*
 - a. *All R5 single gang devices that are out of warranty*
 - b. *All R4, R4K and R5 electrical or water damaged devices*

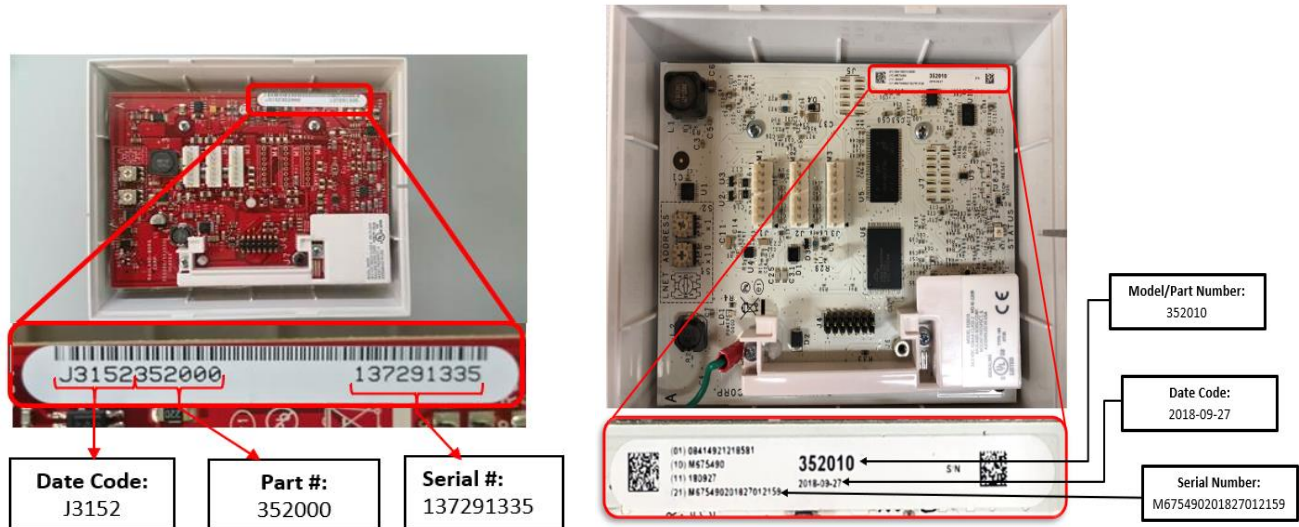
Notes:

- *When sending a 351310 VoIP Staff Terminal V2 in for repair, please make sure that the faceplate, screen and the plastic housing are sent in together. The plastic housing has the pertinent information attached to it.*
- *A flat fee per unit will be charged for any product returned that is determined to be Not Economical to Repair or No Trouble Found*
- *Not Economical to Repair means that your service part is either unrepairable, or the cost to repair it is greater than the value of a new part*
- *No Trouble Found means that your service part will be returned to you in current state and a standard fee will be charged*
- *If you have any questions regarding this form, please reach out to your account representative and they will assist you*

Submitting a Rauland RMA Through the CEC Customer Portal

Step 1: From the Customer Portal, navigate to the Service icon and select “New RMA Ticket”

Step 2: Fill out the fields using the tips provided. If you have a Rauland part, the date code, serial number and part # are all located on the barcode of the device:



Step 3: Choose “Add Another RMA Part” if you have more than one part to return (can enter up to 5 parts on one ticket).

Step 4: Submit your ticket. It will automatically be routed to CEC for processing.

Step 5: CEC will contact you with an RMA# and shipping address to ship the part(s) directly to Rauland for repair/replacement.

Step 6: Rauland will ship your parts directly back to you after repair/replacement.

Step 7: Final billing will come from CEC via a service ticket invoice.

A flat fee per unit will be charged for any product returned that is determined to be **Not Economical to Repair** or **No Trouble Found**

Not Economical to Repair means that your service part is either unrepairable, or the cost to repair it is greater than the value of a new part

No Trouble Found means that your service part will be returned to you in current state and a standard fee will be charged

Rauland RMA Codes (use in Description area for each RMA)

Code	Symptom
3	R5 RGS Scope R5APPSEX
4	R5 RGS BRC Connection Issue
5	R5 RAS Services 100% CPU
6	R5 RSS Rep Log Reader
7	R5 R5ware Slow complet
8	R5 App PC Census View
23	BAD HANDSET
24	DEFECTIVE
25	POWER SOURCE ISSUE
30	REBOOTS SPONTANEOUSLY OR CONTINUOUSLY
31	GROUND SHORT - OV TO EARTH GROUND
32	SIGNAL LOSS
33	DEVICE MAINTENANCE ISSUE
34	ELECTRICAL SHORTING
35	DISINFECTION OR STERILIZATION ISSUE AT USER LOC
36	ENVIRONMENTAL CONTROL OR UTILITY ISSUE
38	INSTALLATION-RELATED PROBLEM
41	COMPONENT MISSING
43	DEVICE DAMAGED PRIOR TO USE
44	DEVICE MARKINGS ISSUE
46	DEVICE MISASSEMBLED DURING MANUFACTURING
47	SHIPPING DAMAGE
48	INCORRECT DEVICE OR COMPONENT SHIPPED
49	PACKAGING ISSUE
50	PRODUCT QUALITY ISSUE
51	INTERMITTENT CONTINUITY
62	SCRATCHED MATERIAL
81	FAILURE TO POWER-UP
90	INSTALLATION HARDWARE MISSING
91	BROKEN CIRCUIT BOARD
93	COMPONENT FAILURE
94	POOR SOLDER CONNECTION
95	LOW VOLUME
96	BAD KEYPAD
99	BAD DISPLAY
100	BAD AUDIO
101	STATIC
118	LIQUID DAMAGE
121	BAD PORT
122	PUSH TO TALK BUTTON DOES NOT WORK
137	FACEPLATE DAMAGED

Code	Symptom
139	BAD BATTERY
140	WILL NOT LIGHT CORRIDOR LIGHT
141	CROSSTALK ON PHONES
142	BROKEN BUTTON
143	ERROR 1
144	BELLS WILL NOT RING
159	THOROUGH CLEANING
160	WILL NOT KEEP CORRECT TIME
161	J-BUS DEFECTIVE
166	WILL NOT CANCEL
168	WILL NOT TAKE TV CODE
169	TOUCHSCREEN DOES NOT WORK PROPERLY
170	LOCKS UP SYSTEM
171	BROKEN GLASS TOUCHSCREEN OR DISPLAY
172	FALSE CALL IN
173	PUSH BUTTON WILL NOT CALL
175	NO INTERCOM
178	BAD VOX CIRCUIT
180	NO CORRECTION
181	VOLTAGE DROP
183	LOADS DOWN SYSTEM
184	CHECK COMPLETELY
185	NO LIGHTS
186	NO DISPLAY
187	ANSWER ALL ROOMS
188	POWER SURGE
199	EAT TAPES
218	LEARN IR CODE
227	BAD CONNECTOR
228	POSSIBLE STORM DAMAGE
230	BROKEN FUSE HOLDER
231	BAD FACEPLATE
232	DAMAGED CHASSIS
233	BROKEN MICROPHONE
236	NO RING TONE
237	BROKEN CAPACITOR
238	NO TONES
255	WIRED (NETWORK) COMMUNICATION PROBLEM
258	IMPROPER REPORTS
259	NO OUTPUT