TRIOTRONIK Computer und Netzwerktechnik GmbH
Energiestrasse 10 Tel.: +43 3172 42299-0
A-8160 Preding bei Weiz Fax: +43 3172 42299-11
www.triotronik.com office@triotronik.com

RMA Conditions

Defective goods are repaired, sent in for repair or exchanged. A credit note is only possible in excepational cases and with approval of the management.

1. Goods

- *Which good qualifies for RMA?*
  - Test positions
  - Incorrect delivery (must be reported within 3 days)
  - Defective goods
- *Which good does NOT qualify for RMA?*
  - Damage in transit has to be reported immediately to the delivering freight forwarder. Please check the goods upon delivery. After accepting the goods, damage cannot be complained anymore.
  - Please note that mechanical damage, liquid damage and damage caused by external interference or surge (lightning) are not covered by our warranty.
- Please make sure that the Pre-RMA troubleshooting process is accomplished before returning the goods. Should our technicians find any errors that could have been solved by accomplishing the Pre-RMA troubleshooting process, we have to charge handling fee as well as transport costs.

2. Package & return delivery

- The RMA number is solely valid for the return of the registered products and does not automatically imply a credit note.
- Please use an over packing and do not attach stickers or damage the original packaging of the product.
- Returned goods can only be accepted if the delivery is paid and if the RMA number is clearly visible from outside.
- Shipments which are not sent back at free delivery (DDP Weiz) are not accepted.

3. Handling fees for not correctly performed return deliveries

- Errors, that could have been solved using our Pre-RMA troubleshooting process: EUR 30 excl. VAT (plus postage)
- Errors, that we are not able to reproduce despite testing: EUR 30 excl. VAT (plus postage)
- Damaged packages, that we need to replace: EUR 20 excl. VAT (does not apply in warranty)
- Incomplete or not originally packed deliverys: EUR 30 excl. VAT (does not apply in warranty)
- Goods, that were not purchased from TRIOTRONIK; goods, that are not included in the RMA request or which are mechanically damaged: EUR 20 excl. VAT (plus postage)
- The amount of the postage depends on the shipping costs in the respective country

4. Accessories & data

- TRIOTRONIK does not hold any liability for any possible loss of data on the customers' devices.
- In case of loss of returned parts, which do not belong to the standard equipment or accessories, TRIOTRONIK does not hold any liability.
- Missing accessories will be charged at list price.

Please send the products at free delivery (DDP Weiz) to the following address:

TRIOTRONIK Computer und Netzwerktechnik GmbH
Energie Straße 10
A-8160 Weiz

Pre-RMA Troubleshooting

The following points have to be accomplished by the customer before sending the device back.

If we are able to resolve the error after the examination of these points, we will charge a handling fee of EUR 30,- excl. VAT

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MIKROTIK

- ***Softwareupgrade:***
  Download latest (stable upgrade package) software version
  Transmit packet using Winbox, web interface or FTP
  Reboot RouterBOARD and check software version

- ***Factory Reset:***
  Press and hold reset button / reset contacts and connect to power supply (until LED flashes)

- ***Netinstall***:
  Connect RouterBOARD on Ether1 (or port with „boat“ label) to the computer and configure static IP address
  Start Netinstall software, select Package source and boot server under „Enable Net booting“ (IP address on the same subnet as your PC)
  Hold reset button / reset button contacts on the router board, connect to power supply (until the LED stops flashing)
  In the software, select the NetInstall RouterBOARD and select software package in the package list (upgrade package)

- ***Serial access:***
  If possible, connect to the serial interface (115200bps) and send screenshot to Triotronik

UBIQUITI

- ***Factory Reset:***
  Reset via web interface (if available) or reset button (hold until all the LEDs light up)

- ***Softwareupgrade***:
  Download latest firmware from http://www.ubnt.com/download
  Install over webinterface

TELTONIKA

- ***Factory Reset:***
  Perform reset as required by manual

- ***Softwareupgrade***:
  Download and install the latest software according to the instructions

  Software und all instructions are available under:
  https://wiki.teltonika-networks.com/view/Main_Page

Other manufacturers:

- ***Factory Reset:***
  Perform reset as required by manual

- ***Softwareupgrade***:
  Download and install the latest software according to the instructions

RMA Request Form

TRIOTRONIK pure network

sender			
company name		telephone number	
customer ID		e-mail address	
contact person		date	

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important notice

Send this form by e-mail to rma@triotronik.com or by fax to +43 (0) 3172 4229911. Our response includes your RMA number.

quantity	invoice number	item number	serial number / MAC address	detailed description	RMA reason
					☐ unit defect ☐ wrong delivery ☐ test ☐ other
					☐ unit defect ☐ wrong delivery ☐ test ☐ other
					☐ unit defect ☐ wrong delivery ☐ test ☐ other
					☐ unit defect ☐ wrong delivery ☐ test ☐ other
					☐ unit defect ☐ wrong delivery ☐ test ☐ other

☐ I accept the RMA conditions of TRIOTRONIK Computer und Netzwerktechnik GmbH and confirm that the RMA troubleshooting has been accomplished.

Important form notice:

A maximum of 5 items can be requested per form. The error description “defect” is not accepted.
Goods cannot be returned with the RMA request form. Return of goods only with valid RMA number.

Please accomplish the process of Pre-RMA troubleshooting before sending the RMA request.
Solely the terms and conditions of TRIOTRONIK Computer and Netzwerktechnik GmbH apply.