



**Fireye, Inc.**  
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**NEW FEATURE ON FORM**

# **FIREYE®**

## **WARRANTY RETURN PROCEDURE**

All warranty claims must be initiated by either an authorized Fireye Distributor, or by an authorized Fireye OEM. The following describes the warranty claim procedure.

1. Download a Return Authorization (RMA) request form from the Fireye website ([www.Fireye.com](http://www.Fireye.com)), complete the form and email to [RMA@fireye.com](mailto:RMA@fireye.com)
  2. Fireye will email back a Return Material Authorization (RMA) Number.
  3. Upon receipt of a warranty RMA request, Fireye will, at it's own cost, ship a no charge replacement unit (UPS ground only) for the in-warranty product(s).
  4. The Distributor/OEM must include a copy of the received RMA document inside the box with the material to be returned and mark the outside of the box with the RMA number.
- \* If the product being claimed under warranty is not received back at Fireye within thirty (30) days following the assignment of the RMA number,
- or
- \* If Fireye determines that the product is not covered by the Fireye warranty policy (e.g., obvious water damage, out of warranty period, etc.),
- or
- \* If the product is tested and no fault is found with the product,

**The Distributor or OEM will be invoiced at their cost for the replacement part (sent at n/c) including any shipping costs.**

**NEW FEATURE - CLICK HERE TO SAVE & SEND**

## Return Material Authorization (RMA) Request Form

Required fields are shown in RED with an asterisk.

RETURN TO:

WARRANTY DEPT

email: [RMA@fireye.com](mailto:RMA@fireye.com)

To request an RMA number, fill out this form *completely*, click one of the above buttons or save manually & email it to Fireye . We will then email you an RMA Acknowledgement form. A copy of that form must accompany the material being returned.

<b>Date*</b>				<b>Type of RMA Request*</b>  General Return      Credit Return  Warranty Return      Test Report  Repair Nexus Equipment  Original PO Number:	
<b>Person making Request *</b>					
<b>Company / Distributor / OEM Name *</b>					
<b>Address*</b>					
Address					
Phone number					
<b>Email address or fax number *</b>					
New Purchase Order No.(See Notes 2&3)					
Project Reference / End-user name					
<b>Qty:*</b>	<b>Part Number: *</b>	(See Note 4) <b>Six-digit Date &amp; Eng. Code, and four-digit Serial Number (from Barcode): *</b>	<b>Time in Service:*</b>	(See Note 6) <b>Application and Fuel Type:*</b>	(See Note 7) <b>Description of Environment:*</b>
1	<i>Example:</i> 45UV5-1009	151406-1128 (the Date Code is 1514)	1 month	Steam Boiler, gas	Outdoors, 150F, wet
(Note 5) <b>Description of Failure Symptom:*</b> No Flame Signal					
<b>P/N:</b>		<b>D.C:</b>	<b>Svc:</b>	<b>App:</b>	<b>Env:</b>
<b>Description of Failure Symptom:</b>					
<b>P/N:</b>		<b>D.C:</b>	<b>Svc:</b>	<b>App:</b>	<b>Env:</b>
<b>Description of Failure Symptom:</b>					
<b>P/N:</b>		<b>D.C:</b>	<b>Svc:</b>	<b>App:</b>	<b>Env:</b>
<b>Description of Failure Symptom:</b>					
<b>P/N:</b>		<b>D.C:</b>	<b>Svc:</b>	<b>App:</b>	<b>Env:</b>
<b>Description of Failure Symptom:</b>					
Comments: _____					
Notes:					
1. <b>CREDITS</b> are only authorized for NEW, UNUSED equipment, in unopened packaging. If a <b>CREDIT</b> is requested, you must provide the original purchase order number.					
2. A <b>TEST REPORT</b> is subject to a \$75.00 (net) test fee, per part. A purchase order must accompany the request for test.					
3. A purchase order must accompany a request to <b>REPAIR</b> selected NEXUS equipment.					
4. On older units, a four-digit <b>DATE CODE</b> is marked on the product (year & week of manufacture, e.g. 1329). On newer units, the <b>Date Code / Engineering Code &amp; Serial Number</b> is at the end of the Barcode label, e.g. "01-UV5-1009-151406-1128".					
5. Describe the <b>SPECIFIC FAILURE SYMPTOM</b> , e.g. "Does not detect flame". Terms such as "Does not work" or "Defective" are not sufficient.					
6. Describe the <b>APPLICATION</b> the unit is used in, e.g. Incinerator, Hot water boiler, Steam boiler, Furnace, Duct burner, and the <b>FUEL TYPE</b> , e.g. gas, oil, coal.					
7. Describe the <b>ENVIRONMENT</b> that the unit is installed in, e.g. indoors/outdoors, hot/cold, wet/dry, high vibration, high/low supply voltage, etc.					
For Fireye Use Only					
<b>Account</b>					
<b>Sales Order</b>					
<b>RMA</b>					
<b>Invoice</b>					