

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), complete the form and fax to “Fireye Customer Service Dept.” at (800-647-4740).
 2. Fireye will fax back a Return Material Authorization (RMA) Number.
 3. Upon receipt of a warranty RMA request, Fireye will, at its 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 faxed RMA form 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.**



Return Material Authorization (RMA) Request Form

RETURN BY FAX TO:
 Fireye Customer Service Dept.
 Fax: 1-800-647-4740
 (no cover letter is required)

Required fields are shown in RED with an asterisk.

To request an RMA number, fill out this form *completely*, print (landscape), and fax it to the Fireye Customer Service Department. We will then fax you an RMA Acknowledgement form. A copy of that form must accompany the material being returned.

Date*		Type of RMA Request* Warranty Return <input type="checkbox"/> Credit (See Note 1) <input type="checkbox"/> Original PO No. _____ Test Report (See Note 2) <input type="checkbox"/> Repair Nexus Equipment (See Note 3) <input type="checkbox"/>
Person making Request *		
Company / Distributor / OEM Name *		
Address*		
Address		
Phone number		
Fax number *		
New Purchase Order No. (See Notes 2&3)		
Project Reference / End-user name		

Qty:*	Part Number: *	(See Note 4) Six-digit Date & Eng. Code, and four-digit Serial Number (from Barcode): *	Time in Service:*	(See Note 6) Application and Fuel Type:*	(See Note 7) Description of Environment:*
1	<i>Example:</i> 45UV5-1009	151406-1128 (the Date Code is 1514)	1 month	Steam Boiler, gas	Outdoors, 150F, wet
(Note 5) Description of Failure Symptom:* No Flame Signal					

P/N:	D.C.:	Svc:	App:	Env:
Description of Failure Symptom:				

P/N:	D.C.:	Svc:	App:	Env:
Description of Failure Symptom:				

P/N:	D.C.:	Svc:	App:	Env:
Description of Failure Symptom:				

P/N:	D.C.:	Svc:	App:	Env:
Description of Failure Symptom:				

Comments: _____

Notes: 1. CREDITS are only authorized for NEW, UNUSED equipment, in unopened packaging. If a CREDIT is requested, you must provide the original purchase order number. 2. A TEST REPORT 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 REPAIR selected NEXUS equipment. 4. On older units, a four-digit DATE CODE is marked on the product (year & week of manufacture, e.g. 1329). On newer units, the Date Code / Engineering Code & Serial Number is at the end of the Barcode label, e.g. "01-UV5-1009-151406-1128". 5. Describe the SPECIFIC FAILURE SYMPTOM , e.g. "Does not detect flame". Terms such as "Does not work" or "Defective" are not sufficient. 6. Describe the APPLICATION the unit is used in, e.g. Incinerator, Hot water boiler, Steam boiler, Furnace, Duct burner, and the FUEL TYPE , e.g. gas, oil, coal. 7. Describe the ENVIRONMENT 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	
	Account	
	Sales Order	
	RMA	