

A2 Service and Repair Center

RMA Request Form: Repair Material Authorization

RMA Checklist:

1. Email A2SRC.COM for an (RMA#) Repair Material Authorization number. The A2 Service & Repair Center **WILL NOT** start any work until a RMA# has been issued. This will set a window for the Repair Technician to repair your unit. Please review the following webpage for shipping and packaging instruction . <http://www.a2src.com/repairs>

2. Send your unit and all items to the address provided below once receiving the RMA number.
Fill in & Check each box below. **(Print very clearly) Attach this form to the bottom of the unit.**
Along with the RMA# on the outside of the box near your address. **Example(RMA# 01012018-NB)**

Name: _____ , Address _____ , City _____

State _____ , Zip Code _____ , Best Number to Call (____) ____-____ (____Cell) or (____Hard line)

A2 or AM3 Serial Number: _____ , IPS Power Supply _____ , Scan Cable _____ , Cable Interface _____

DMI Serial Number: _____ , IPS Power Supply _____ , or others product (List below)

3. Send the original scan cables and IPS power supply that came with the unit. We **CAN NOT** repair the unit without them. (Power supply and SCAN cable)

4. **Use bubble wrap ONLY! DO NOT pack in styrene peanuts (static kills electronics).**

5. If unit is past the 3 year purchase date as of today, your unit will no longer be covered under the factory warranty package and you must pay "Out of Warranty" Bench Service Charges at the rate of \$125.00/ per hour (covering troubleshooting or service time running 2-3 hours standard bench time) unless you purchase an extended warranty for the unit.

6. How to purchase an extended warranty for items listed below.

Pricing: A2 warranty \$185.00, AM3 warranty \$385.00, DMI \$85.00, CP5 Series \$285.00 ,

Payment: PayPal Invoice account name: "Herbal Solutions" or include Postal Money Order or Check made to " Alan Back " with unit as instructed.

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Return Repair Address:

**Innovative Concepts / A2SRC
A2 Services & Repair Center
5600 Bell Street Ste105 #173
Amarillo, Texas 79109**

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These exclusions apply to: Damage to unit enclosure or case, tampering or breach of internal electronics & wave guide

If you have questions, please contact us for further warranty information.

A2SRC.com abpaservices@gmail.com

Thank You Alan Back, ND