



# RMA Product Repair and Replacement Service

In the event that an Abaco product requires servicing or repairs, we offer a comprehensive Return Material Authorization (RMA) service focused on high-quality workmanship with efficient turn around times. This service includes options for OEM failure analysis, product repair or replacement, production-grade testing, and repair warranty coverage.

RMAs are handled on a per-product basis at the site where the product was originally manufactured to ensure the best expertise and equipment are available to assess and resolve the RMA. To initiate an RMA, simply complete our RMA form (available at <https://www.abaco.com/support>) and return it via email to our RMA team.

We know that every RMA can be different. When receiving an RMA request, our team will review the information provided and determine whether it is in or out of warranty. Out of warranty RMAs will be issued with a tailored quote for evaluation and repair, all quotes are valid for 30 days for us to receive both a PO and the returned material. Quotations for board-level repairs are based on product lifecycle generation and test requirements. System-level returns are individually evaluated and quoted before defining an expected repair fee.

While our aim is always to repair products, an RMA may be handled differently in certain circumstances:

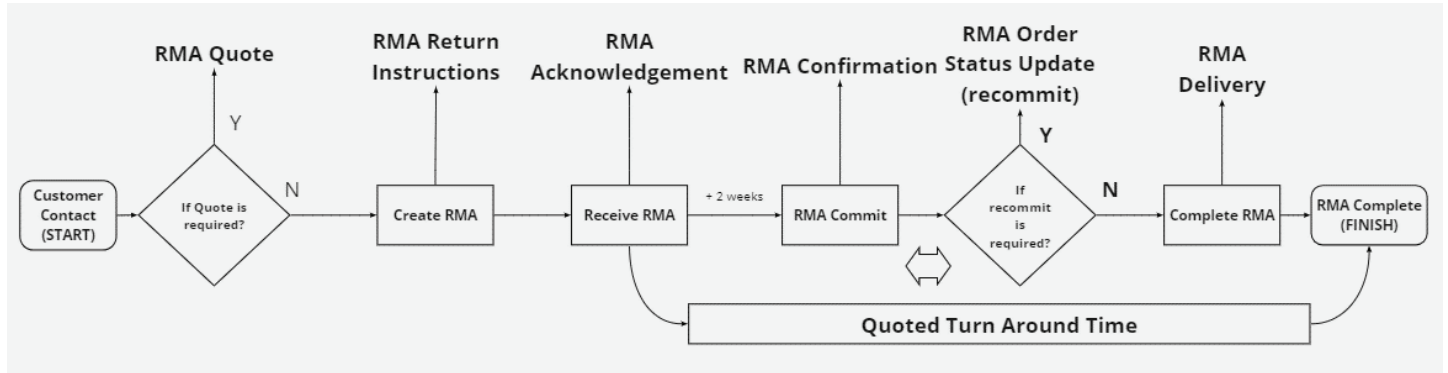
- In the event we determine a returned out-of-warranty product is either No Fault Found or Beyond Economical Repair, we will provide an update on the applicable fee and work together to adjust the applicable purchase order.
- Replacement products may be offered where it is more appropriate to do so than attempt a repair. A repair report will not be provided if a replacement is issued.
- If you are in need of detailed information on a repair, such a request will be reviewed and considered on a case-by-case basis, and additional charges may apply.

Products that are repaired or replaced pursuant to their initial warranty shall remain in warranty for ninety (90) days from the date of the shipment of the repaired or replacement product to the customer, or for the remainder of the initial warranty period, whichever is longer. Out-of-warranty repair services are covered by Abaco's standard services warranty. Please refer to Abaco's Product Repair and Replacement Policy and Conditions of Sale for further details.

## FEATURES:

- OEM product repair or replacement
- OEM basic failure analysis
- OEM production-grade testing
- Repair service warranty coverage
- AS9100- and IPC-compliant repair procedures
- Long-term program support

Specifications



Ordering information

**Customer RMA Form** [www.abaco.com/support](http://www.abaco.com/support)  
**RMA Support Contact** [abaco.repairs@ametek.com](mailto:abaco.repairs@ametek.com)

RMA Pricing

RMA Pricing		
	Board Returns	System Returns
Initial Quote	Evaluation Fee + Repair Fee	Evaluation Fee
Additional Quotes	If Repairs are above standard fee, then additional funds will be required for repair.	Repair fee will be custom quoted once evaluation is complete.



WE INNOVATE. WE DELIVER. YOU SUCCEED.

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[abaco.com](http://abaco.com)

Abaco Systems is a global leader in commercial open architecture computing and rugged embedded electronics. With more than 30 years of experience in aerospace & defense, industrial, energy, medical, communications and other critical sectors, Abaco's innovative solutions align with open standards to accelerate customer success.

Abaco Systems is a business unit of AMETEK, Inc. is a leading global provider of industrial technology solutions serving a diverse set of attractive niche markets with annual sales over \$6.0 billion.