

Pro-face America RMA Diagnostic Summary

Pro-face America is committed to providing our customers with products and services that meet or exceed their expectations – every time. Repairs are no exception. Pro-face America's RMA Department provides world-class service, comprehensive testing and quality repairs with each customer's specific need in mind.

From the moment a unit arrives in for repair the unit is verified making sure that the RMA number is correct and any additional material that arrives with the unit is noted.

Standard production diagnostic testing is performed to determine any indications of failure that the customer has noted in addition to any other failures that may be apparent.

Should a problem not be uncovered by standard test diagnostics, the technician will use additional testing methods to induce a fault and contact the customer to gather more information that may help resolve a potential problem. Depending on the particular situation, Pro-face America technicians have access to many extended testing applications such as vibration testing, burn-in and thermal cycling. An Application Engineer may also be assigned to the particular case if the failure investigation warrants that expertise.

Any critical product updates will be made and noted on the repair report. This report is then shipped back to the customer with the repaired unit noting the problem, what was done to correct the problem, and notation that the product has successfully passed diagnostic testing.

Standard Diagnostics

- Visual inspection of loose cables, corrosion, and water intrusion.
- Full functional testing of the unit serial / parallel ports, Floppy Drive, Touch panel, RAM, etc.
- Read/write tests performed on new hard drive

Hard Drive Replacement

- If during the repair it is determined that the hard drive is defective and in need of replacement, a Pro-face America technician will make the repair accordingly.
- If the hard disk is replaced, the replacement is re-imaged to the original shipment configuration and run through the same standard testing program used with all new Pro-face or Xycom brand units.

Warranty

All repairs are covered by a 90-day warranty on replacement parts and labor.