SightLine's goal is to provide customers with world-class technical support. There are times when the best course of action is to return a unit for repair/replacement. The following is an overview of the steps to – as quickly as possible – troubleshoot, repair and return non-functioning video processors.

Warranty

The SightLine Applications warranty is limited to any design or manufacturing defects on SL products for one year after delivery date. Repairs for damage caused by end user are classified as non-warranty repairs. Customer is responsible for covering any costs for non-warranty repairs. SightLine will repair products as long as they are currently supported.

Agreement for Repair

In the event of irreversible damage, SightLine will agree to transfer the damaged unit license files to new replacement hardware. This is only done if the damaged unit is returned to SightLine headquarters with the SightLine serial number clearly visible (or recoverable). The customer agrees to not integrate a repaired SightLine unit into any customer-system sold as new. Units will be returned to the customer in factory default condition which includes latest firmware, FPGA, etc., all customer post-market configurations will be lost.

Repair Cost Estimates

Actual repair costs will be sent to customers in a formal quotation and a Purchase Order for the costs of repair will be required to complete the repair/replacement process. The following are budgetary estimates of typical repair costs:

Technical Support	NO COST	SightLine will provide technical support to help understand the nature of a failure and if at all possible help the customer recover from a failed state so a unit return is not needed.
Software Reset	$200/board	If a fix could have been done by customer with our support, but customer chose to send unit to SightLine without performing SightLine recommended tests and troubleshooting. (This Fee is charged even if unit is still under warranty)
Non-Warranty Damaged Board Replacement	1500-OEM: $600 3000-OEM: $750 2000-OEM: $600	Software license file transferred to new hardware. Customer must return board with serial numbers. (For currently supported boards and software revisions)
	Accessory Boards	If it is a warranty issue, they will be replaced. If not under warranty or damaged by customer, they are not repairable and replacements will need to be purchased at current published price.

RMA Process Steps

! **Utilize Technical Support**: Using SightLine technical support to help with troubleshooting **prior** to product return is key!

Most suspected failures tend to be either opportunities for education, or configuration/file repairs that can be fixed without a product return - thus avoiding a time consuming and potentially expensive process. Contact us at support@sightlineapplications.com.

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1. After thorough troubleshooting – with the assistance of SightLine engineering – SightLine determines when a unit return is the best next step. SightLine will issue an RMA number and send the customer an RMA Request Form.

2. The customer completes and email the RMA Request Form to rma@sightlineapplications.com. This form requires unit serial number(s), license file information, and a thorough description of the failure for each unit. This information is critical to facilitate a fast turn-around for repairs.

   ▪ The customer ships the unit(s) to SightLine with a copy of the RMA Request form.

   ▪ The customer is responsible for shipping to SightLine.

   ▪ Do not return units without an RMA number.

   ▪ **International customers must use the HTS codes, shipping product descriptions, and product customs value as defined on the RMA Request Form.**

3. SightLine notifies the customer of receipt of the RMA shipment and begins the diagnostic process to determine final disposition.

   Observations and any required repairs will be documented in an RMA Conclusion Report and sent to the customer. SightLine's goal is to provide a disposition plan to customer within 1-3 days of receipt of returned product.

   ▪ The RMA Conclusion Report will help provide a formal estimate to the customer, defining any costs associated with the recommended fixes and/or replacement of parts.

   ▪ The customer will not be responsible for any repair or return shipping costs if the failure is due to SightLine warranty issues (product design, or part failures not caused by customer use).

4. The customer provides approval of the repair, confirms shipping information and provides any special shipment instructions. If there are repair costs that are the responsibility of the customer, a repair quote will be provided and the customer will provide a purchase order.

5. SightLine completes the approved work, ships the RMA units back to customer, and invoices for any repair costs. SightLine provides tracking information to contacts identified by customer in the RMA Request Form.