

# AINA PTT RMA PROCESS

## BASICS

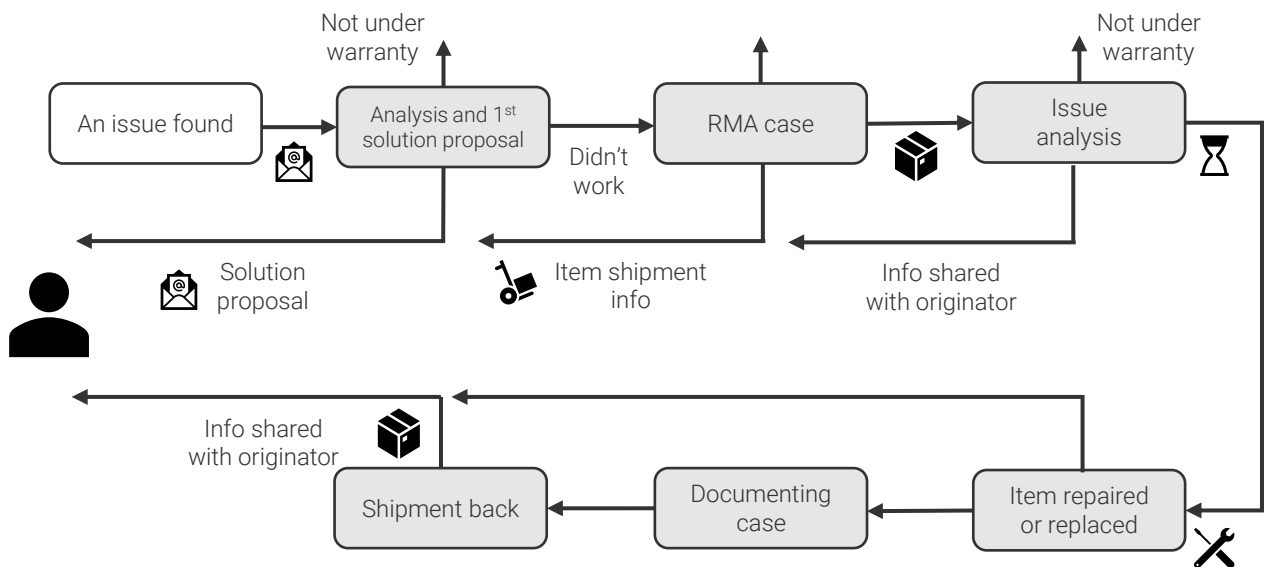
The process is divided into two parts:

1. Identification of whether the product issue is under warranty or not.
2. RMA process after identification.



- Aina PTT products have a 1-year warranty against material or production failures.
- Always get confirmation first from Aina PTT before sending anything back.

## RMA PROCESS



## ISSUES FOUND FROM A DEVICE AND WHICH IS UNDER WARRANTY

- ex. PTT button doesn't work as expected
- or internal software is unresponsive.

Issues that are not under warranty (NuW):

- The device dropped (over 2m).
- An unsupported charger has been used (max. USB charger 5V 2.8A).
- The device has been used or charged in too high or low temperatures.
- The device has been opened (except with the Aina PTT Kepler and PTT Smart Button that have battery covers that the users can open).
- The warranty sticker or seal has been removed.
- Any misuse of device (for example, overrun by a car, submerged into water over 1m).

## ANALYSIS AND 1ST SOLUTION PROPOSAL

1. First analysis step will be made based on customer description.

- If there is solution mentioned in known issues, then this will be shared to customer.
- Usually most of simple cases are solved with basic guides of reset or re-pairing.
- Or if not known issue, then try to replicate problem and then analyze possible solution and then propose solution..

2. If none of above solve problem them RMA will opened.

## RMA

- When RMA is opened it usually means that device(s) will be collected back to AINA office in Finland.
- Device needs to be packed with all every part related to case (ex. headset or charger).
- Agree shipping method and cost. Customer is responsible of packing etc.

- If Aina PTT arranges shipping, Alina PTT will provide all needed documents to customer and also shipment collection.

- If customer will handle shipping, Alina PTT may help out with some of the documents. Tracking info needs to be sent to Aina PTT when available.

## ANALYSIS

- When the device arrives to Aina PTT, a basic analysis will be made.
  - If there is e.g. heavy marks on the outside of the device that show that it has been misused or opened – this will not be under warranty.
  - When it is not a warranty repair, the cost of repair will be 40€/h plus parts.

- Based on the analysis plus description from the customer, a decision for further action will be made.
  - One of the first actions is a full device reset.
  - Then, the device might be e.g. opened for further analysis.
  - Trial use with different apps.
  - Trial use with different devices.

## ITEM REPAIRED OR REPLACED

- After the analysis, a decision is made to either repair or replace the device.
- If repaired, there are two things that can be done:
  1. Needed parts will be changed.
  2. The device will be re-programmed with the latest software.
- After repair, basic testing will be carried out.
- If a replacement decision has been made, the customer gets a new device.

## DOCUMENTING RMA

- RMA will be documented and then notified result to the customer
- If device isn't under warranty, customer can choose either to get device back or then device will be disposed by Aina PTT
- If device was under warranty, device is sent back by Aina PTT
- All related material that the customer has sent regarding RMA, will be sent back within same shipment.
- Shipment tracking info will be sent to the customer.