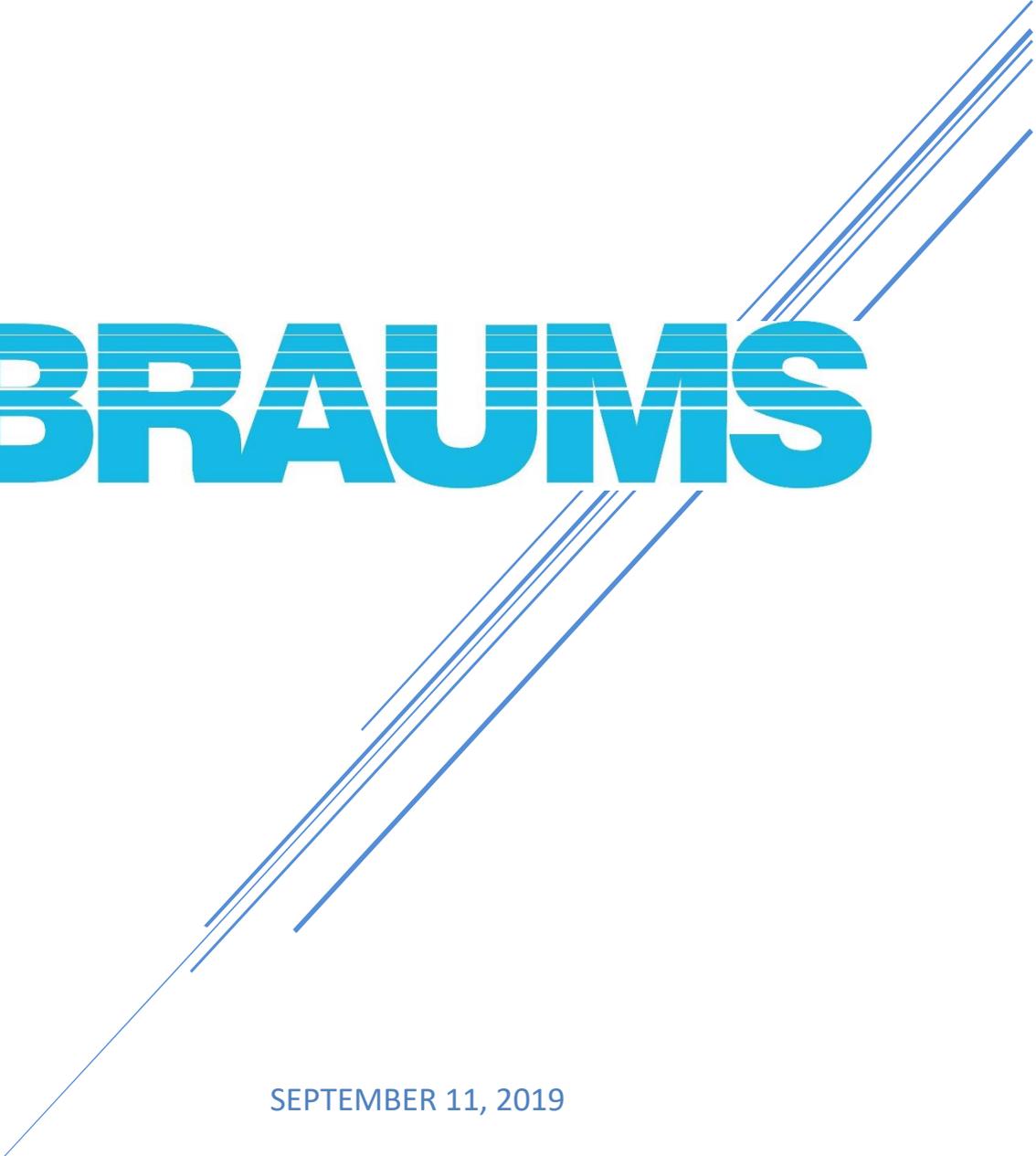




RMA GUIDELINES

Revision C



BRAUMS

SEPTEMBER 11, 2019

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1.0 Aim

To provide a work instruction for customers that provides a methodology for which consistent data is being entered into the BRAUMS RMA System database. This includes instructions such that;

1. The recommended condition of each BRAUMS module shall be sent back to BRAUMS for repair and/or modification is detailed,
2. The correct information is entered into the database,
3. Customers may keep track of RMA Submission numbers as each item is entered in the workflow, and
4. The price of a repair, including bringing a BRAUMS module back up to BRAUMS' specification and Australian standards, shall be noted.

2.0 Applying for an RMA account

As part of Braums commitment to deliver better customer service, customers can register for a valid login account by emailing the site administrator sysadmin@atsc4.com.au , alternatively customers can contact our ITS staff at Braums. This allows customers to access and track their RMA orders using our online RMA tracking system.

After registration, customers will receive an account registration confirmation email with the password and username .

3.0 BRAUMS Module RMA Identification and Condition

When an item is deemed to be faulty by the customer, it is understood by BRAUMS that a way of identifying and segregating the module from other working units is necessary. However, the method by which modules are identified may have a direct impact on the condition of the unit, as well as the ability for users to easily and correctly extract/enter information when raising an RMA. Therefore, it is important for customers to always check the Model type identification on the back of the unit, matches with the physical product they are returning.

It is advised that stickers of any sort shall **NOT** be adhered to the lens of the BRAUMS module, as well as over any of the identification labels on the rear of the module housing.

It should be noted that all traffic signals delivered by BRAUMS are tested for optical and electrical performance characteristics, and the internal circuitry are not the same for different symbolics and colours. Therefore, under no circumstances should lenses of different colour and symbolics should be mixed, as well as the symbolic masks themselves. This could interfere with the photometric and luminous intensity characteristics of the BRAUMS module, and possibly make the module no longer compliant with the relevant standards and specifications that it initially conformed to.

4.0 Serial Number

When the user submits an item into the RMA database, it should be noted that the Serial Number of the item is the most important information.

Customers have two options to enter the serial number properly:

1. Check the label on the back of the aspect, the user can find a barcode at the bottom of the BRAUMS label which shows the BRAUMS Serial Number. It can be retrieved either via scanning or typing in the number under the barcode.

Should the user find an older version of the BRAUMS label, then there may be no barcode present. However, the BRAUMS Serial Number is still present, and should be entered the relevant RMA Submission field.

Please view Figure 2 below to find the BRAUMS barcode and Serial Number.



Figure 1 - BRAUMS Bar Code

Please view Figure 3 below to find the BRAUMS Serial Number.



Figure 2 - Braums Serial Number in lieu of Barcode

2. If for any reason, the user cannot use/locate the BRAUMS labels as per Figures 2 and 3 above, there is another serial number can be scanned at the bottom side of the aspect. This is known as the SWARCO Serial Number. Please note that **only** the QR code at the left corner is related to actual SWARCO Serial Number. The other QR codes **CANNOT** be used for RMA Submission. Please view Figure 4 below to find the right QR code which can be used.



Figure 3 - SWARCO Serial Number QR Code

5.0 RMA Submission ID and Tracking

After the submission of the RMA has been completed, the user will get an email with the RMA submission information which also contains the RMA submission ID. Fortunately however, they do not need to wait for the email if they want the RMA submission ID immediately. After the RMA submission a notification page appears with the RMA submission ID, alternatively it can be found under the main menu on the BRAUMS website labelled “Support”, then select “RMA System”, and go to the selection “End User Dashboard” as shown in Figure 4.

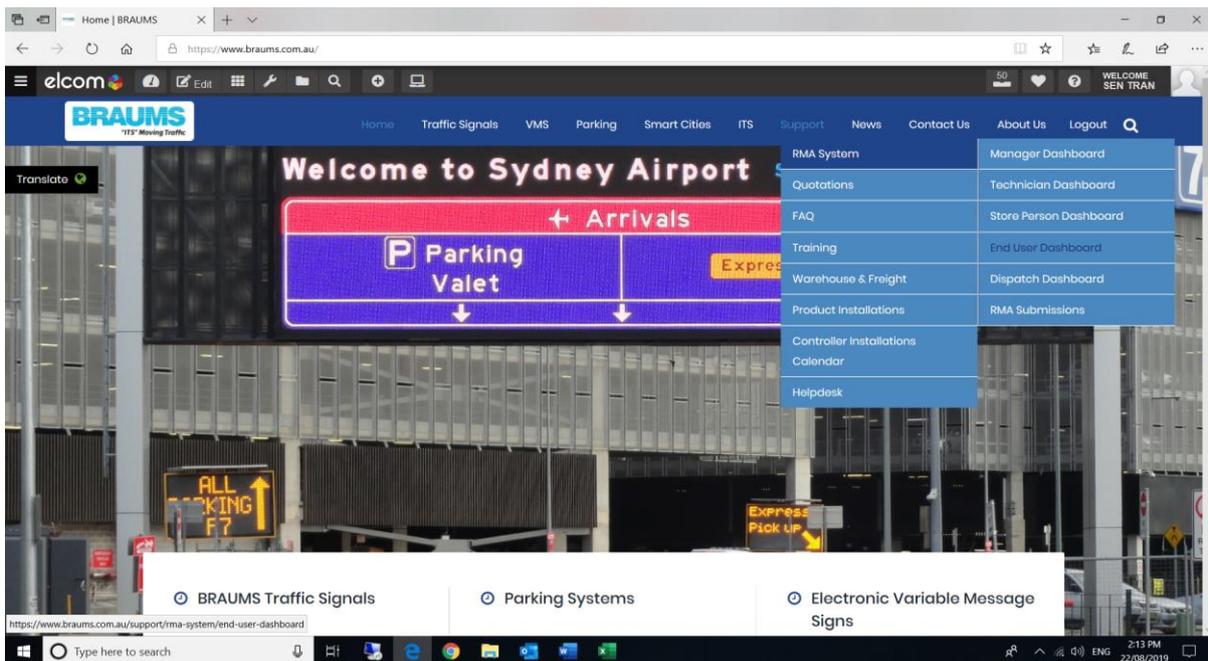


Figure 4 - Screenshot of BRAUMS Website Menu Navigation

Click on this menu item, and once the page has loaded, navigate to the last page. The final line-item on the page is the latest submission into the system. The submission number can be found in the first column as the example submission shown in Figure 5 below.

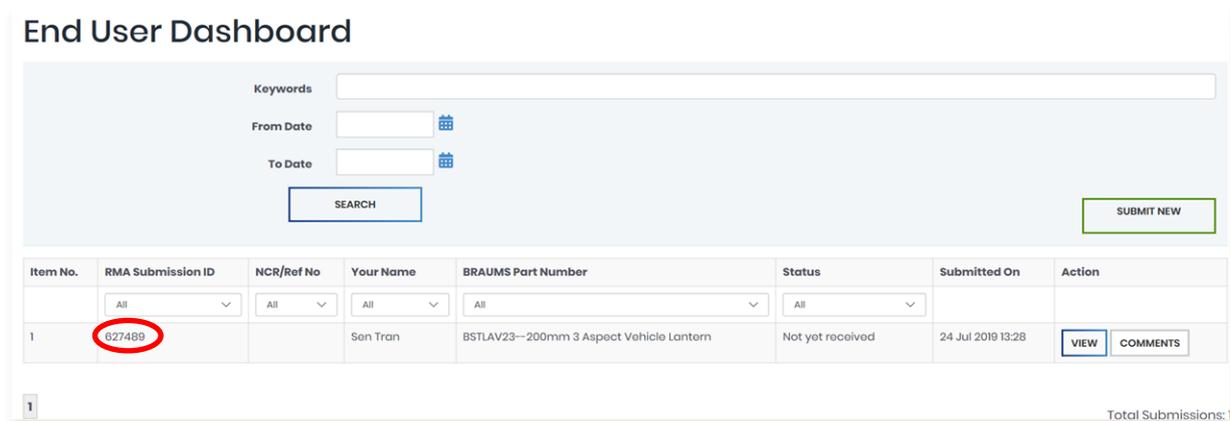


Figure 5 - Latest RMA Submission

In order to get the most up-to-date RMA Submission ID from the RMA System, the user can simultaneously open the BRAUMS RMA Submission page and the End User Dashboard. Once the user submits the RMA report, they can refresh the End User Dashboard to find the submission information (including RMA Submission ID). Users are also able to track the progress of customer returns (RMA) in the End user Dashboard. The RMA order's statuses column shows the current progress of the returns process.

6.0 Sending Out an Item

Each RMA units must be tag with their unique RMA ID number and accompanied by print out documentation. This will ensure that your return is processed quickly. Please do **NOT** stick any label on the lens of the BRAUMS module, as well as over any of the identification labels on the rear of the module housing as it makes it very difficult for us to remove it.

7.0 RMA Closing Procedure

If Braums has not received the RMA requested items from the customer within 90 days of the RMA assignment date, the RMA will be closed. A notification email will be sent out to the customer prior to Braums closing the RMA . Braums will not accept any packages without an open, valid RMA number. After return shipment of a repaired/replacement part to the customer, Braums will close the RMA.

8.0 Warranty Terms

Please refer to Terms and Conditions at the time of Contract.

9.0 “Making Good”

It is BRAUMS’ policy that any returned RMAs are not returned back to the customer unless they fully comply with the Part Number on the label. For instance, if a BRAUMS Module is labelled as a Red Arrow (Vehicle Symbolic) and is supplied to BRAUMS without an Arrow mask, then the arrow mask shall be fitted as well as the repair carried out.

This will be classed as an Unauthorised Repair/Alteration or modification, and regardless if the BRAUMS Module is under warranty or outside of warranty, the full service/repair fee shall apply.

All BRAUMS Modules should be returned to BRAUMS with the following;

- LED Housing,
- Lens,
- In-line Connectors,
- Any Masks (if a symbolic lantern),
- Diffuser,
- LED Array,
- Power Supply, and
- Internal Optical Chamber Gasket.

If a Module is returned and no fault was found, the Module will be tested for twenty-four (24) hours , and if still no fault is found, the Module will be returned, and the minimum fee shall apply.

A non-repairable item shall be returned or disposed of after consultation with the customer. Permanent damage to rear cover (housing) is a non-repairable item. See table of fees below.

10.0 Table of Fees

Part No.	Work Required	Charge Per Module (AUD, excludes GST)
-	Module in Warranty Period and complete	No Charge
RMA 01	Repairs made Outside of Warranty	\$85.00
RMA02	Repairs made to unauthorised repairs/alteration or modifications.	\$85.00
RMA 03	No Fault Found after 24 hours of testing.	\$35.00
RMA 04	Non-Repairable Item.	\$35.00

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