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SEMTECH XR80 Gateways Modules and SIMs User Guide

Contents

SEMTECH XR80 Gateways Modules and SIMs

USER MANUAL

Specifications:

- Brand: Sierra Wireless
- Product Type: Warranty Repair Return Process User Guide
- Manufacturer: Sierra Wireless Inc.

Before you Begin:

Before initiating the RMA process, ensure the following:

- Perform a factory reset on the product
- Apply any pending firmware updates

How to Request RMA:

Follow these steps to request an RMA for warranty repair:

1. Contact SWI support via email, web, or phone to request an RMA
2. If the product is out of standard warranty, consent to pay non-warranty services may be required
3. Check product warranty status at **Warranty Checker**

RMA Authorization Procedure:

Case/Ticket Number: A unique number will be generated upon contacting SWI support.

RMA Number: If troubleshooting is unsuccessful, an RMA number will be assigned for return.

How to Return a Product:

Follow the shipping instructions provided upon receiving the RMA number to return the product for diagnostics and repair.

Sierra Wireless (Products) Warranty Repair Return Process

This document provides guidance for how to request for the SWI (Sierra Wireless Inc.) product repair. The repair process workflow is essentially as follows:

1. You should determine if the problem persists after performing a factory reset and applying any pending firmware updates.
2. Contact SWI support to request an RMA (Return Merchandise Authorization). SWI technical support will issue a case number and may contact you to determine if the problem can be corrected remotely or if an RMA is required.
3. If the product must be returned for further diagnostics and repair, you will receive an RMA number and shipping instructions.
4. Upon receipt of the product, SWI warranty & repair team will perform diagnostics and return either the original repair/rework product or a replacement.

Before you Begin

SWI can assist you better if you have the following information on hand before beginning the RMA process:

- Your name (If you represent a company, please provide the company name as well).

- Your return shipping address.

- Your contact information such as name, telephone, fax, and email.

- Product model name and serial number (i.e., FSN or Host FSN etc.); and

- A detailed description of problems or issues for each serial number.

We may not be able to proceed with your request if we do not have the required information.

How to Request RMA

Sierra Wireless provides three options for you to request RMA if you need to return a product for warranty repair: web, email and phone. You can also request an RMA for a product no longer covered by standard warranty with a consent to pay the non-warranty services, SWI may or may not accept non-warranty requests. You can check product warranty status at **http://csm.sierrawireless.com/warrantychecker.aspx**

Note: Before requesting an RMA, please ensure that a factory reset was performed, and firmware or software updates applied as recommended by SWI.

Email:
You may send email to following email address:

repairs@sierrawireless.com
Please be sure to include the information in the Before you Begin section, above.

Website:
You may request RMA via the following web address:
https://www.sierrawireless.com/support/#/RepairandWarranty
You will receive an email notification with your case ticket # immediately upon submitting your online request. You can expect to receive responses from technical support or an official RMA number within 2-3 business days.

Phone:
You may call toll free 1-877-687-7795 to reach the SWI technical support center
(option 2) or Warranty & Return (option 3 – voicemail).

SWI's experienced technical support analysts will help you to resolve/identify the technical issue, collect all information and deal with your request. If an RMA is needed, you will receive an email notification with the RMA# and shipping instructions within 2-3 business days.

RMA Authorization Procedure

Case/Ticket Number
A case/ticket number will be generated after you contact us via one of above methods. We use this number to identify you and trace your request before issuing you an RMA number. Depending on the nature of the problem you reported, our technical support team may reach out to you prior to RMA issuance to try to resolve the issue over the phone.

RMA Number
Product issues that we cannot successfully troubleshoot or remotely diagnose via phone support or email will be issued an RMA. In this case, we will assign you a unique RMA number (one letter followed by seven digits) based on the information in the case/ticket number. You can use the RMA contact email address and RMA number to check RMA status at **https://csm.sierrawireless.com/WarrantyChecker.aspx**

How to Return a product

Once an RMA number has been issued, you will receive instructions via email for shipping the product back to SWI. Follow these instructions to avoid delays or rejection.

Before you return a product to Sierra Wireless, please:

- Remove all features, accessories, power supplies, parts, options, third party products, alterations, and attachments not under warranty service.
- Ensure the returned unit is free from physical damage or tampering.
- Ensure the product is free of any legal obligations or restrictions that prevent its exchange.
- Ensure the product is deregistered from any carriers or providers.
- Back-up or secure all programs, data, and other intangibles which may be lost if the returned unit is replaced.

RMA Warranty Repair Procedure

Please ensure that we receive your product within 30 days of RMA issuance to retain your support priority.

1. SWI will perform a visual inspection upon receipt of the product.
If it is determined that product is physically damaged, you will receive a cost estimate approval form for a replacement product. If you decline the charge, SWI will invite you to either retrieve the product or approve having it scrapped at SWI's service center.
2. SWI will perform full functional tests on the product.
a. If the product passes all our strict tests, you will be charged for diagnostic services and return shipping.
b. In the event that SWI discovers function failures during testing:
i. The product may be repaired or replaced with a brand new or rebuilt unit which may use refurbished parts of similar quality and functionality. Any replacement product provided by SWI will be of equivalent or superior functionality.
ii. SWI may refund the purchase price of the product. The purchase price shall be either the amount paid on the invoice or bill from a distributor, or the sale price of a product purchased directly from Sierra Wireless.

Note: For products purchased from a Distributor, you need to contact the Distributor directly upon written notification from SWI to receive their refund.

3. SWI applies firmware or software updates for the product or the replacement units.
4. SWI ships the repaired product or replacement back to you. You will receive an email notification with the shipping number for tracking purpose.
When SWI ships the repaired products back to you, a product Repair Sheet will be included in the shipping box, with the following information:

- Your name;
- Your contact information (contact name, phone, email) and return shipping address;
- RMA Number;
- Model;
- FSN number or Replacement number;
- Warranty status;
- What has been done for each unit.

RMA Warranty and Repair Policies

Repair Policy

- All customers must acquire an RMA number prior to sending their product to SWI.
  Any product received without an RMA number or without following shipping instructions could be delayed or rejected.
- SWI expects to receive an RMA shipment within 30 days of the RMA issuance, any delay may result in RMA cancellation. Shipments received after 30 days may lose their processing priority, causing longer turnaround times. In some circumstances, you may need to request a new RMA number.
- SWI discourages customers from sending in accessories unless specifically requested.
- SWI does not replace or return accessories and is not responsible for lost or missing items.
- An RAF (Repair estimate Approval Form) for Non-Warranty service is sent to you if the product is determined to be as Out-of-Warranty, SWI issues an RMA only after you have approved the charges. The actual charges may be less than the estimated amount, in which case SWI will refund you the difference.
- In the event that a no-fault-found charge is required, SWI will retain your product until full payment by you of all charges for the diagnosis. If you have not claimed your product and paid all charges due within sixty days after being notified by SWI that your product has been tested, SWI will invite you to collect the product and to accept delivery of the product in exchange for the payment of the charges.
- In the event that the product does not work within the first month after the date of purchase, it is considered dead on arrival. SWI will use best efforts to provide a new replacement product.
- An RMA replacement product will carry the warranty entitlement from the original product.
- In the event that SWI sends a replacement to you in advance, the replacement product will not be under warranty until the original product is received at SWI.
- SWI offers a repaired or replaced product for a period of ninety (90) days or the remainder of the original Warranty Period, whichever is greater.
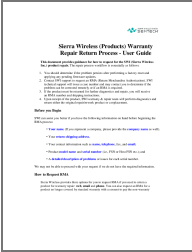
Warranty Policy

- Please refer to the Warranty Term & Conditions here: **https://www.sierrawireless.com/legal/terms/**

FAQ

Q: How can I check the status of my RMA?

A: You can check the status of your RMA using the RMA contact email address and RMA number at
https://csm.sierrawireless.com/WarrantyChecker.aspx

Documents / Resources

SEMTECH XR80 Gateways Modules and SIMs [pdf] User Guide
XR80 Gateways Modules and SIMs, XR80, Gateways Modules and SIMs, Modules and SIMs

References

- 🌐 **Sierra Wireless Inc. - Return Merchandise Authorization (RMA)**
- 🌐 **Sierra Wireless Inc. - Return Merchandise Authorization (RMA)**
- **Terms & Conditions | Semtech (formerly Sierra Wireless)**
- **Support - Semtech (formerly Sierra Wireless)**
- **User Manual**