In order to issue the RMA, this request form shall be fulfilled. All of items in article 1), 2), 3), and 4) must be described correctly.

When being lacking in even one item, an analysis is delayed.

It is recommended to describe items in article 5) to analyze promptly with correct analysis report.

The returning unit must be sent with only NISD’s product. When there is additional part such as antenna, OMT, and/or cables, repair and/or failure analysis will not be conducted.

 **Investigation Request Form**

Request Date: Click here to enter a date

|  |  |
| --- | --- |
| RMA#  | MC-R-  |
| 1. Customer information
 |
| Company |  |
| Address |  |
| Name |  | Job Title |  |
| Phone |  | E-mail |  |
| 1. Product Description
 |
| Model Number |  | Quantity |  |
| Serial Number |  |
| Accessary　(With return unit) | [ ]  Nothing [ ]  Antenna [ ]  Test Board ([ ] NJR/ [ ] other) [ ]  cable [ ] 　Other( ) |
| 1. Reason for Returning
 |
| [ ]  Retest or operation checkAction: The returned unit will be tested accordance with the standard production procedure. |
| [ ]  InvestigationAction: The returned unit will be checked whether there is failure occurrence or not. When there is failure occurrence, the fault parts and/or locations will be identified. |
| [ ]  RepairAction: The fault parts and/or locations will be identified and the repair quotation will be issued. |
| 1. Occurrence Description
 |
| Date of occurrence |  |
| Failure presence | [ ]  Occurrence [ ]  Nothing \* When occurrence, please describe items in below. |
| Place of occurrence | [ ]  Incoming inspection [ ]  Testing [ ]  In-field [ ]  Others ( 　 　　 ) |
| Application | [ ]  Indoor Station(In Room) [ ]  Portable station [ ]  on Automobile [ ]  Outdoor Station　[ ]  Others ( 　 　　 ) |
| Failure Case | [ ]  Exterior damaged [ ]  Connector Broken [ ]  No detect [ ]  Narrow detect [ ]  Miss detect [ ]  Abnormal power supply currents　 [ ]  No communication with PC [ ]  No LED lump up on test board [ ]  Others ( ) |
| Condition of occurrence | [ ]  All the time [ ]  Sometime [ ]  One time [ ]  Specific temperature ( 　 　　 C/F )[ ]  Others ( 　 　　 ) |
| \* Please describe the detail of failure occurrence when it can be mentioned. |
| 1. Operational Condition
 |
| Usage period | From:  | To:  |
| Usage cycle | [ ]  Continuously operate[ ]  Intermittent operateCycle Condition (Frequency: time per [ ]  hour, [ ]  day, [ ]  week, [ ]  month)(Time : hours per [ ]  one time, [ ]  day, [ ]  week, [ ]  month) |
| Power supplyFor unit or NJR Test board | [ ]  USB supplies power(PC)　 [ ]  AC adapter [ ]  Power supply unit (for experiments)[ ]  Rechargeable Battery [ ]  Dry Battery [ ]  Power Supply on your PCB[ ]  Others ( )  |
| Apply Voltage | V | Current capacity |  mA |

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