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 |  | | | | | | | |
| 1. Reason for Returning | | | | | | | | |
| Retest or operation check  Action: The returned unit will be tested accordance with the standard production procedure. | | | | | | | | |
| Investigation  Action: 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. | | | | | | | | |
| Repair  Action: 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 | | Fixed station  Portable station 　  Automobile 　  Marine  Others ( 　 　　 ) | | | | | | |
| Failure Case | | Exterior damaged  Connector Broken  Fan abnormal  No output signal  Low output signal level  Frequency unstable　  Spurious occurred (out-of-spec.)  Power supply abnormal  M&C abnormal  Others ( ) | | | | | | |
| Condition of occurrence | | All the time  Sometime  One time  Specific temperature ( 　 　　 )  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 operate  Cycle Condition (Frequency: time per  hour,  day,  week,  month)  (Time : hours per  one time,  day,  week,  month) | | | | | | | |
| Apply Voltage | V | | Power capacity | | | | W | |
| Power supply | IDU　  PSU　  Battery　  Others ( ) | | | | | | | |
| Reference signal | Yes( ) dBm　 Non | |  | | | | | |
| Input signal | Frequency ( )  GHz /  MHz  Input power ( ) dBm | | | | | | | |
| Output signal | Frequency ( )  GHz /  MHz  Output power ( ) dBm | | | | | | | |

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