

Izradio (odgovornost ili dr.) - Prepared (also subject responsible if other)		Br. - No.	
ETK/OSD B. Knezek +385 1 365 42 00		C/LH – 98:KNB003	
Odg. za dok./Odobrio - Doc respons/Approved	Kontr. - Checked	Datum – Date2	Rev
ETK/OS	SIM	2003-11-20	H
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The document gives instructions for shipping faulty equipment and parts to Ericsson Nikola Tesla – HW Service, for repair. Strict observation of these instructions will get you the best service.

The instruction describes the procedures of ordering and shipping for repair the faulty equipment and units.

1. GENERAL INFORMATION

In case you do not use our order form, please provide the following information:

- State whether it is a guarantee period repair. If so, write down the contract number.
- Write down the product number, revision and quantity.
- Write down the customer name and full address of where repaired units shall be sent, also the contact person's name, telephone and telefax numbers.
- Designate repair order with reference number.

2. HOW TO CREATE AN ORDER (EXAMPLE)

REPAIR ORDER XXXXXX¹

GUARANTEE PERIOD REPAIR

Item ²	Product number ³	Revision ³	Qty. ³	Production date ³
System ⁴ AXE10			Shipment number ⁵ : XXX-XXX	
1.	ROF1314382/1	R3B	1	8901
2.				
3.				
4.				
System ⁴ TRANSMISSION SYSTEM			Shipment number ⁵ : XXX-XXX	
1.	ROF.....			

POST-GUARANTEE PERIOD REPAIR

System ⁶ AXE10			Shipment number ⁶ : XXX-XXX	
Item ⁶	Product number ⁶	Revision ⁶	Qty. ⁶	Production date ³
1.	ROF1314382/1	R3B	1	

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Explanation:

1. Your order number
2. Ordinal number
3. Number written on a product label
4. System to which the equipment belongs
5. Contract number due to which the equipment was originally delivered
6. Information needed to order repair in the post-guarantee period

3. HOW TO DELIVER EQUIPMENT

Faulty units in their original packaging shall be sent for repair within 30 days from the date the order is issued.

PRINTED CIRCUIT BOARDS HAVE TO BE CAREFULLY HANDLED AS THEY ARE SENSITIVE TO ELECTROSTATIC DISCHARGE.

Write down the order number (reference number of the repair order).

The packaging for the faulty units of ordinary dimensions (printed circuit boards) shall be:

- | | |
|-------------------------|---------------------|
| 1. Box | RTK 21120 |
| 2. Foam rubber | RKT9070111 |
| 3. Antistatic bag | RTK81128 |
| 4. Repair report (blue) | LZFBA 084 101/2C RB |

You can order all stated above at ETK/ODC/S (Draga Ševog, phone + 385 1 365 33 23, fax + 385 1 302 83 79).

The blue Repair Delivery Note shall be attached to faulty equipment or units.

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4. WHERE TO DELIVER

a) Orders

By mail:

**ERICSSON NIKOLA TESLA
ETK/ODC/S
SUPPLY & INVOICING
HW SERVICES
HR-10002 ZAGREB
KRAPINSKA 45
p.p. 93
CROATIA**

Fax:**+385 1 302 83 79****E-mail:****hws.logistika@ericsson.com**

b) Faulty units

By mail:

**ERICSSON NIKOLA TESLA
ETK/ODC/S
SUPPLY & INVOICING
HW SERVICES
HR-10002 ZAGREB
KRAPINSKA 45
CROATIA**

Information:

**+385 1 365 45 20 Danka Vuzem
danka.vuzem@ericsson.com**

Section manager:

**+385 1 365 33 03 Darko Jagić
darko.jagic@ericsson.com**

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5. HOW TO HANDLE FAULTY UNITS AND EQUIPMENT

At ETK/ODC/S – HW Service each shipment of faulty units and components is checked against the specification stated in your order and visually.

6. ORDER HANDLING

All orders coming to Ericsson Nikola Tesla shall be registered.

Depending on the type of faulty unit the following actions shall be taken:

- In case of replacement with an equivalent new unit (so called SWAP), the new unit is taken from the stock and it is sent to the stated address within given time period, this, however, after the faulty unit has been received;
- In case the equipment is repaired and returned (REPAIR & RETURN) the repair takes place at Ericsson Nikola Tesla. The duration of repair depends on several factors which cannot be predicted, therefore the maximum repair time is agreed upon in advance.

After the repair and shipment of units to the given address, the invoice is sent to the customer. The invoice shall include:

- Repair order number
- Product number and revision
- Delivered (repaired) quantity
- ETK internal reference number

NOTE

1. The repair of equipment or units shall be done in acc. with the current price list, except in case of guarantee period repair.
2. If the equipment or units cannot be repaired (broken, burned, improperly repaired) new equivalent equipment or units shall be sent in agreement with the customer at the price of the new equivalent equipment or unit.
3. Guarantee is given for the repaired or replaced parts of the equipment as well (3 months). If repaired or replaced equipment or its parts do not operate properly they have to be sent to ETK/ODC/S within 15 days after delivery.
4. **Magazine repair** – at ETK/ODC/S only strapped units BFDXXXXXX or empty magazines BFDXXXXXX/1 are repaired. Fully equipped magazines BFDXXXXXX/2 and higher revisions shall not be repaired and they shall be returned to the customer.
5. Express delivery is effected at special price.
6. **Please use this instruction, because it makes the repair, or replacement quicker and it guarantees that repair or replacement shall be made within the agreed time.**

Enclosure: Order form

