



**How you get your RMA**  
<http://www.datalogic.com>

**INDEX INSTRUCTIONS MANUAL**

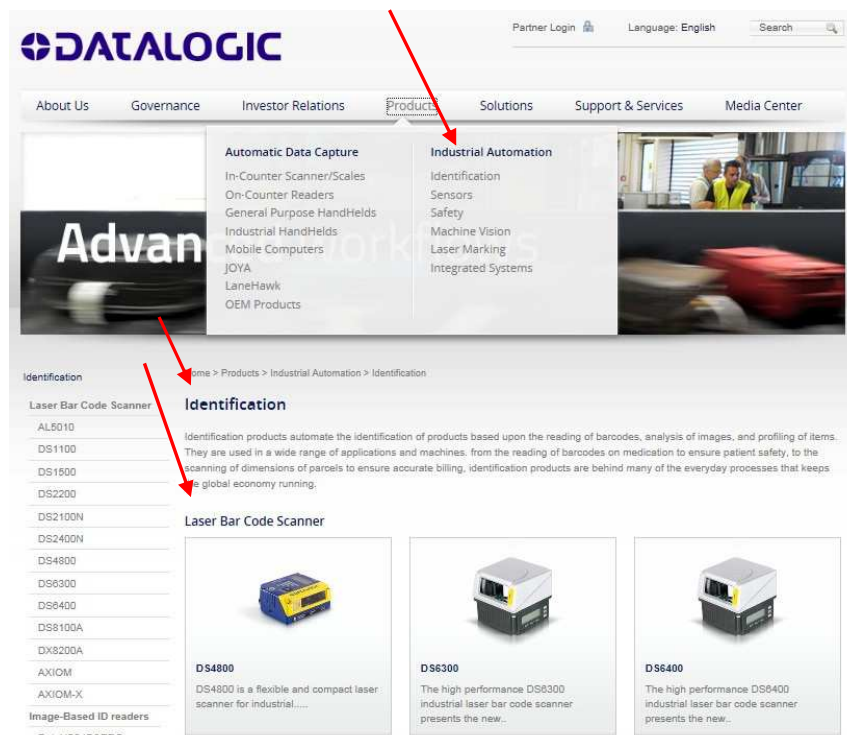
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## HOW TO ACCESS TO THE SERVICE

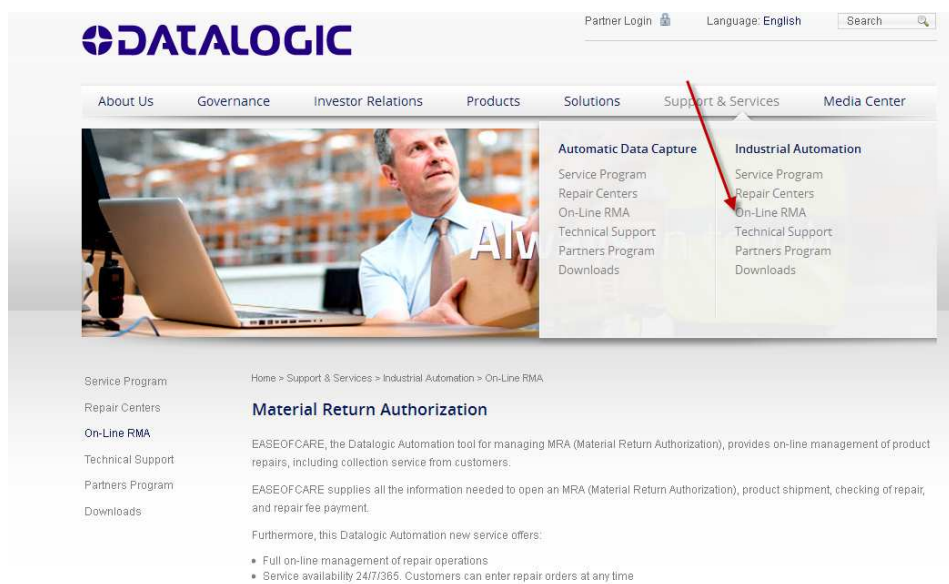
- ✦ Don't block the Pop-UP System: *EASEOFCARE* work with this system.

### Access for all users

- ✦ Launch your browser and navigate to the URL <http://www.datalogic.com>
- ✦ If you aren't sure about the device's family, you should find it using the useful list



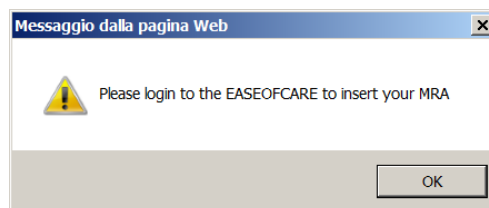
- ✦ From the homepage follow the following path:  
**SUPPORT & SERVICE → ON LINE RMA**



- ✦ At the end of the quick introduction, choose the **Product family** and **Geographical area**, then press the *Submit* button

The screenshot shows the 'Material Return Authorization' page. On the left sidebar, 'On-Line RMA' is circled in red. A yellow callout box points to the 'Download here the EASEOFCARE' link. Another yellow callout box points to the 'EASEOFCARE Access Instructions' section, which contains a form with 'Product Family' and 'Geographical area' dropdown menus and a 'Search' button. A third yellow callout box points to these dropdown menus with the text 'Control here if the device is covered by EASEOFCARE service'. A fourth yellow callout box points to the 'EASEOFCARE' logo with the text 'Do here the Login or the Registration'.

- ✦ If the device is covered by EASEOFCARE service, a signal window shows to follow the login to EASEOFCARE directly. Use the apposite banner or link.



- ✦ If the device is not actually covered by EASEOFCARE service, the system proposes the right e-mail address to send the RMA request

## EASEOFCARE ACCESS PAGE

### Already registered User

- ✦ If you are already registered, please insert your Username and Password to access to the EASEOFCARE service.  
In this page you should recover your forgotten password

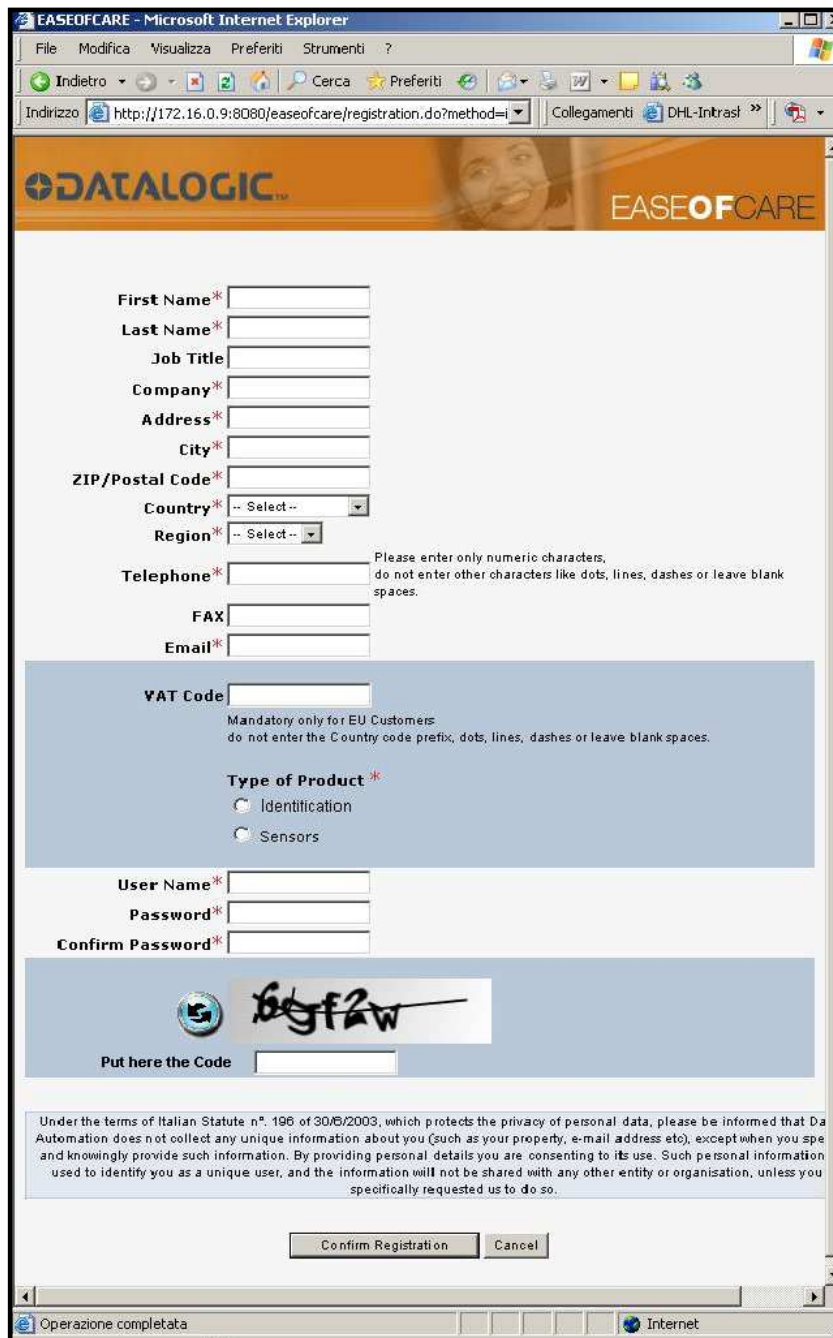
### New User Registration

- ✦ If you are a new User, it is necessary to register yourself before you continue. Click on appropriate link.

The screenshot shows the EASEOFCARE login interface. At the top left is the DATALOGIC logo, and at the top right is the EASEOFCARE logo. The main content area is titled "Login" and contains a form with two input fields: "Username \*" and "Password \*", each followed by an asterisk. Below these fields is a "Login" button. To the right of the form, a yellow arrow points to the Username field with the text "Already Registered". Below the form, there are two links: "Not yet registered? Click here" and "Forgot password? Click here for password recovery". A yellow arrow points to the "Not yet registered? Click here" link with the text "New User Registration". A yellow arrow points to the "Forgot password? Click here for password recovery" link with the text "Password Recovery".

## Registration Form

- ✦ In the Registration form fill in the fields as indicated in the figure. Some fields are mandatory (\*)



The screenshot shows a web browser window titled "EASEOFCARE - Microsoft Internet Explorer". The address bar shows the URL: `http://172.16.0.9:8080/easeofcare/registration.do?method=i`. The page header features the DATALOGIC logo and the text "EASEOFCARE".

The registration form contains the following fields and sections:

- Personal Information:** First Name\*, Last Name\*, Job Title, Company\*, Address\*, City\*, ZIP/Postal Code\*, Country\* (dropdown), Region\* (dropdown).
- Contact Information:** Telephone\*, FAX, Email\*.
- VAT Code:** A text field with a note: "Mandatory only for EU Customers do not enter the Country code prefix, dots, lines, dashes or leave blank spaces."
- Type of Product:** Radio buttons for Identification and Sensors.
- Account Creation:** User Name\*, Password\*, Confirm Password\*.
- Security Code:** A section with a CAPTCHA image showing the handwritten code "69f2w" and a text box labeled "Put here the Code".
- Legal Notice:** A paragraph of text regarding privacy and data collection under Italian law.
- Buttons:** "Confirm Registration" and "Cancel".

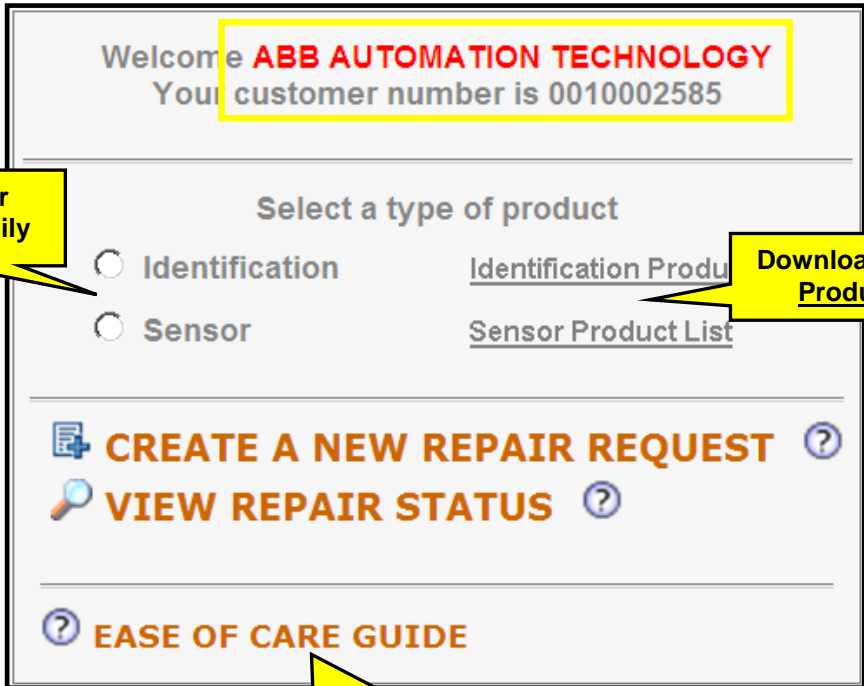
The browser's status bar at the bottom indicates "Operazione completata" and "Internet".

- ✦ It's very important to insert your VAT CODE
- ✦ Choose your Username and Password.
- ✦ Accept the conditions positioned at the bottom of the form, a confirmation email will be sent to you containing the registration information. Save this email for the future access to EASEOFCARE service.

## INSERT A REPAIR REQUEST (RMA)

In each step, you'll find your Customer Number (ID code) and the name of your Company.

- ✦ Click on Product list to understand the product's class.
- ✦ Choose the product's class: "Identification or Sensor".
- ✦ Click on "CREATE A NEW REPAIR REQUEST" to start the procedure.



The screenshot shows a web interface for a customer. At the top, it says "Welcome **ABB AUTOMATION TECHNOLOGY**" and "Your customer number is 0010002585". Below this is a section titled "Select a type of product" with two radio button options: "Identification" (with a link to "Identification Product List") and "Sensor" (with a link to "Sensor Product List"). Below the radio buttons are three main action buttons: "CREATE A NEW REPAIR REQUEST", "VIEW REPAIR STATUS", and "EASE OF CARE GUIDE".

Yellow callout boxes provide instructions:

- "Choose your product's family" points to the radio button options.
- "Download here the Product List" points to the "Identification Product List" link.
- "Download here the EASEOFCARE GUIDE" points to the "EASE OF CARE GUIDE" button.

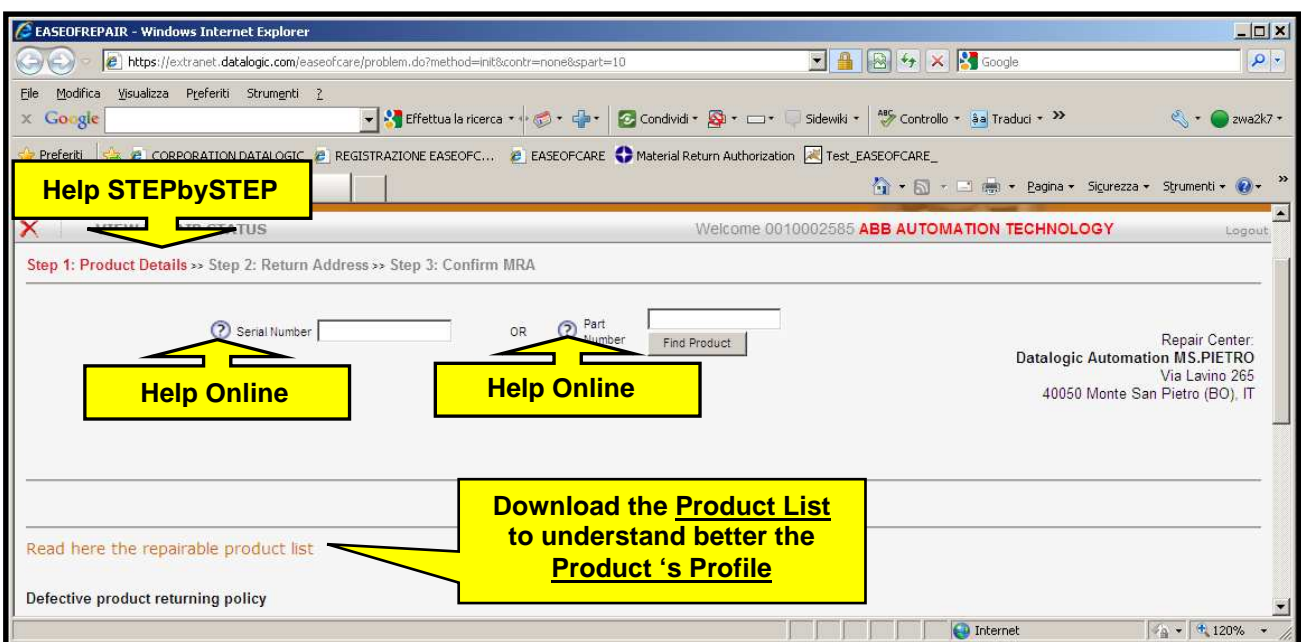
- ✦ Download now your EASEOFCARE GUIDE in .PDF. Save and print it. It's a good tool to have a friendly use of EASEOFCARE

## Suggestions

Before you start, check if you have all the necessary data to fill in the form: Serial Number, Part Number, Product description and defect type.

## Help on line

- ✦ Click on “?” to find more information about the fields.
- ✦ In addition, the instruction on the current stage is available on the progress bar: click on “*Help STEPbySTEP*”.



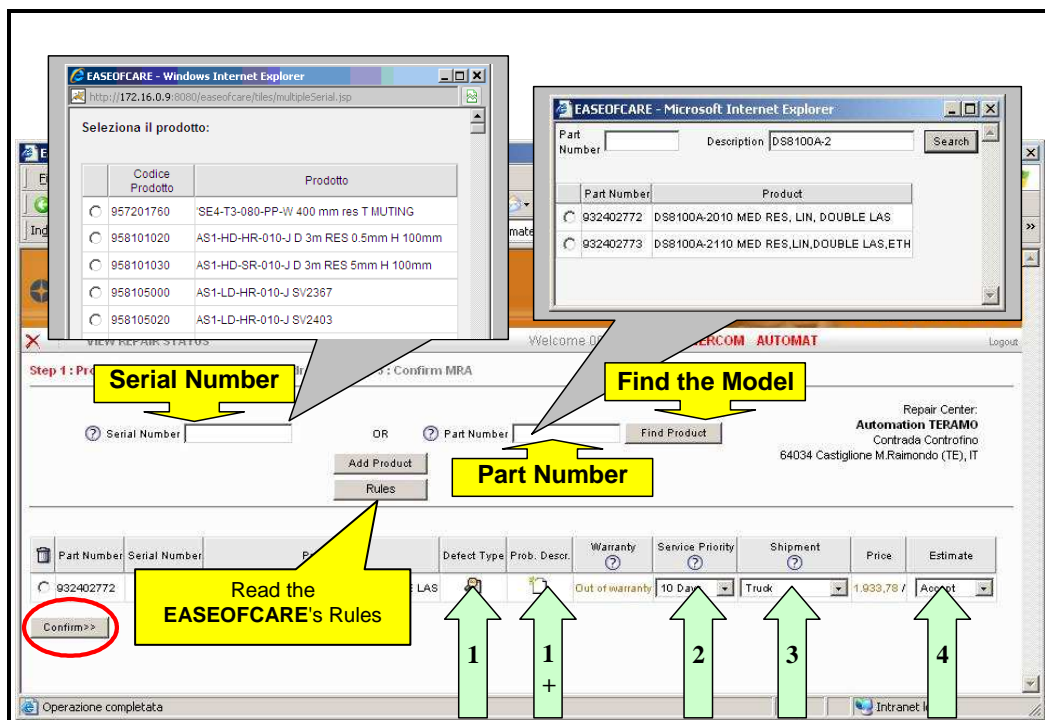
- ✦ Download and save the Product List: search your product's Profile and follow the advise procedure to request the *RMA Number* for your repair.



## Step 1 Product Details

You have 3 options to search and to find your product:

- ✦ Insert the **Serial Number**: if it's correct, the information related to the product and the warranty status will be displayed. When you see a window on the screen, you must choose the correct description of your device.
- ✦ The **Part Number**: if it's correct, the information related to the product will be displayed, but there will not be any information on the warranty period. When you see a window on the screen, you must choose the correct description of your device.
- ✦ The **Product Description**: push on *Find Product*. A Pop-UP window will open and you can insert the Model's initials. A list of products will appear to you and you can choose your specific device by description.



- ✦ Fill in and select the fields related to:
  - 1) The Defect Type (choose from drop down menu)
  - 1+) A note field is available to insert the defect description or additional information
  - 2) Urgent repairs request (with surcharge where it is applicable)
  - 3) Choose a shipment (where it is possible)
  - 4) Accept the repair cost or request an estimate
- ✦ It is possible to insert more than one product per request (maximum 5).
- ✦ Please check the consistency of the inserted data before you go on.
- ✦ Press the button to continue >> “*Confirm*”.



## Step 2 Return Address

- ✦ Please insert the return address for product shipping. As default it contains the Address inserted during the User Registration.
- ✦ It is possible to ship the product to a different address. In this case fill in the fields. The one marked with \* are mandatory.
- ✦ A note field is available to insert information related to the shipment.

**VIEW REPAIR STATUS** Welcome 000

Step 1: Product Details >> **Step 2: Return Address** >> Step 3: Confirm MR

**Invoice Address and Default Destination:**

- Company: POWERCOM AUTOMAT
- Street Address: Taman Bukit Emas, PE
- Country / Postal Code / Province: MY / 47301 /

Create new destination?  Yes  No

Notes

Payment Term: 30 DAYS INVOICE DATE

**Shipping Conditions**

Product(s) being repaired may have electronic boards, optical parts, mechanical precision and can be seriously damaged if subjected to mechanical shocks or falls.

To protect the product integrity during transportation, please take care to:

- use the original product packaging (if available) OR
- use the original packaging of the repaired product

If the original packaging is not available, please package every part separately, between the product and packaging there should be 2 cm of plastic protective material.

Products packaged separately, can be put together in a bigger package in which protective material should be used to separate/block the products.

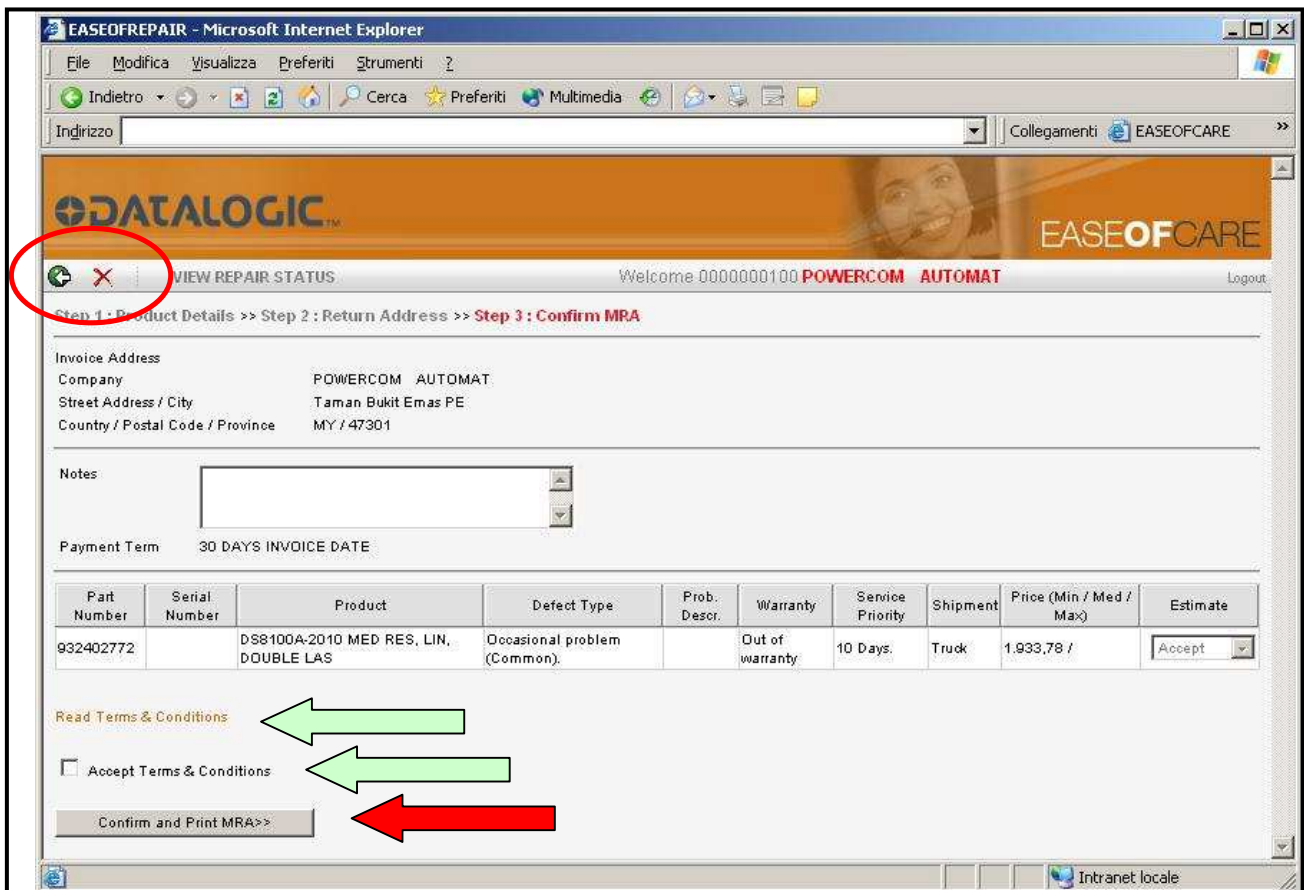
If the product(s) are damaged during transportation due to inadequate packaging, Datalogic Automation reserves the right, informing the end user, to increase the repair price.

Operazione completata Intranet locale

- ✦ button to continue>> Press “*Confirm*”

### Step 3 Confirm RMA

- ✦ Before sending your request, please verify the correctness of the inserted data.
- ✦ You can not make changes but it is possible to make corrections by clicking on the Back button
- ✦ Please press if you want to Exit without saving the request.



- ✦ Read and accept the agreement and the Warranty's conditions.
- ✦ To complete the request >> Press “*Confirm and Print RMA*”.
- ✦ The printed preview of RMA form will be displayed.

## Step 4 Print RMA

- ✦ The RMA form must be printed, signed for acceptance and inserted in the package with the products to be repaired.
- ✦ Write on Delivery Note / Proforma Invoice the RMA number.
- ✦ With the RMA number you can trace and check the Repairs status.

**DLA DESTINATION ADDRESS:**  
 Datalogic Automation s.r.l.  
 Via Lavino 265  
 40050 Monte San Pietro (BO), IT

**RETURN OF MATERIAL AUTHORIZATION (RMA) FORM**  
 email: [customer-care.automation.eu@datalogic.com](mailto:customer-care.automation.eu@datalogic.com)  
 Tel: +39 051 6765626

**DATALOGIC**  
 Datalogic Automation s.r.l.  
 Via Lavino, 265  
 40050 Monte San Pietro, BO, Italy

INVOICE ADDRESS (Bill to Party)		SAP Code	0010002587
DATALOGIC TECHNOLOGY			
Full Address: WÄSTERÅS 72100 (S)			
RETURN ADDRESS (Ship to party)			

RMA No. **000400051591**  
 Date: 01-2010

RMA will be cancelled if devices are not returned within 30 days

**IMPORTANT: This document has to be included into the parcel with a copy of your proforma invoice.**

Notification N.	Part N.	Serial N.	Product Description	Warranty & Contract	Fault	Fault Description	Service Priority	Return Shipment
000010052906	G6211110	113503	SS-095-T2 SAFETY CONTROLLER	3000 / Validity to 27.07.2010	Does not turn on	Non funziona, non si accende nulla	15 Days	Ground
000010052907	957209050	0922015	SSA-14-090-PP-E; TBA-14-090-PP-E TB. EL.	Original	External mechanical part(s) damage	Vetto rotto	15 Days	Ground

**Notes:**

**Repair General Terms:**

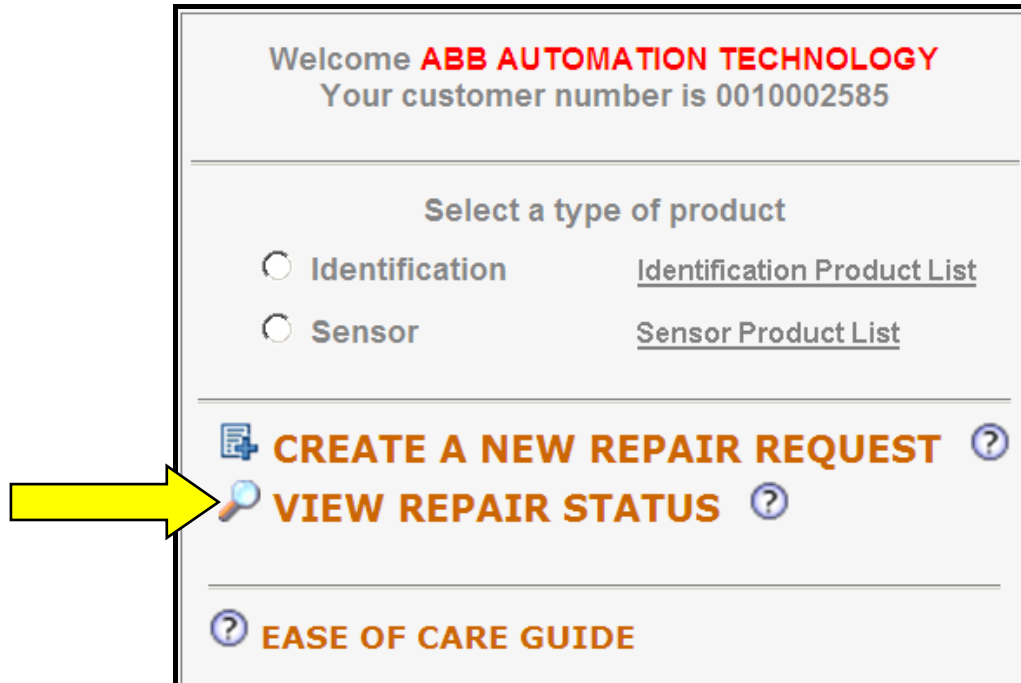
- MIA requests to return spare parts, consumables (such as but not limited to cables, batteries, antennas and accessories) will not be accepted. These parts, if delivered, will be returned as they are without any technical check.
- Shipment of goods are not authorized prior to MIA acceptance by DLA. All goods received without MIA form and related number will be returned to the sender not repaired.
- Original MIA form signed and accepted by the Customer must be delivered with the goods to be repaired.
- Datalogic Automation in its sole judgement, may declare a device not repairable.
- Datalogic Automation apply 6 months warranty from the repair date on the repaired parts. This warranty is subject to the same Terms & Conditions of the factory warranty or Service Agreement.
- Do not send consumables (such as, but not limited to, cables, brackets, general accessories, manuals, etc.). DLA will not guarantee their return. We suggest our Customers to keep backup of the specific configuration to avoid data loss.
- DLA might return units with default configuration without any modification.
- Product must be shipped in the original or comparable packaging.

Shipment from Customer to Datalogic Automation		
Italian Customer / Under Warranty / Out of Warranty	DLA, Truck Account / DLA, ACCOUNT 105450000	DLA, Airweight Account / #
Foreign Customer / Under Warranty	DLA, TRUCK DE 00000000	Paid by the Customer
Foreign Customer / Out of Warranty	DLA, TRUCK DE 00000000	DLA, EXPRESS BY AIR (DELIVERY 00000000)

Contact person: \_\_\_\_\_ Authorized Signature \_\_\_\_\_ Date: \_\_\_\_\_

## HOW TO VIEW THE REPAIR STATUS

- ✦ After an RMA has been assigned it is possible to check the Repair status of the shipped product(s)
- ✦ Press on the VIEW REPAIR STATUS to start



## Selection Criteria

- ✦ The list of the products shipped but not yet received by the repair centre is immediately available.
- ✦ With the find window you can address your search to the product you are looking for.
- ✦ You can also insert the specific parameters (RMA or Serial Number)
- ✦ After Datalogic Automation Repair Center receives the product(s), you can check the Repairs status in the real time.

The screenshot displays the Datalogic EASEOFCARE web application interface. The browser address bar shows the URL <https://extranet.datalogic.com>. The page features a navigation menu with options: MRA, Customer Data, Sales Orders, Deliveries, Invoices, and Send Message. The main content area is titled "EASEOFCARE / MRA" and includes a search form with the following fields:

- Search (with a green arrow pointing to the input field)
- Serial Number (with a green arrow pointing to the input field)
- Required date (with a calendar icon and a date picker window open showing January 2008)
- To (with a date picker icon)
- Product Line (with a dropdown menu showing a list of product codes: CBX100, CBX500, DC9500, DD9500, DLS2000, DP1000, DP1100, DP1200, DS1100, DS1500)
- Status (with a dropdown menu showing options: Goods delivered, Goods in process, Goods received, Repaired, Waiting for goods, not repaired)

Below the search form, the results section shows "Found 1 MRA" and a table with the following data:

MRA Number	Serial Number	Cod. Material	Description	Defect Type	Required End	Order status
000400022168	C07106614	939101020	DS1100-1110 ST-RES,RS232 +RS485, R1, DIR	Connect to config.prog.problem (Common).	19-01-2008	Waiting for goods

The "Waiting for goods" status in the table is circled in red. At the bottom of the page, there is a disclaimer: "Information may be changed or updated without notice. DATALOGIC assumes no responsibility regarding the accuracy of the information that is provided by DATALOGIC and use of such information is at the recipient's own risk."



## EASEOFCARE's RULES

- ✦ EASEOFCARE is system based on the correct data that the applicant put in the online application form (RMA). EASEOFCARE helps the applicant to have same information about the device, like:
  - warranty period;
  - repair costs;
  - delivery times.
- ✦ EASEOFCARE is also active for the Clients that have overdue payments with DATALOGIC GROUP (Industrial Automation, ADC). Only when all back payment will be paid the Repair process can start.
- ✦ EASEOFCARE work on the applicant 's correct data. When the RMA data will be different from the real device, Datalogic Automation s.r.l. reserve all rights to send back the product (the applicant pay the transport cost) or to change agreed conditions.
- ✦ Fault type. Don't indicate a generic description, if you'll put the specific failure the repair system will be reliable and targeted. We advise you to use it.
- ✦ If your device is under warranty period, but the Repair Service doesn't find any faults, you'll pay a flat cost for the check-up.
- ✦ Every device's part repaired has an extended period warranty (6 months)
- ✦ The flat rate price (RMA) includes: the replacement cost or the repair cost of the damaged device, the connection restore, the optic cleaning and the calibration cost. We don't apply the flat rate price when the device is damaged more than 90% by mechanical or electrical damage, by oxide or by liquid infiltrations. For these reasons the product will be not repair and it will be send back to you.

### Datalogic Sensor Product's Rules:

- ✦ The Safety and Measurement system are composed of a transmitter (TX) and a receiver (RX): they have the same serial number. You must send us together (TX+RX) to the repair system. If you have the pair but with different serial number you can send us the pair only if the model is the same: you'll put, in the application form, only the TX's serial number. The repair system make sure the pair operation; from this moment on the pair is indivisible.  
When you have the warranty only for one of devices (or TX or Rx), Datalogic Repair Center will contact you by a written estimate about of flat rate cost.
- ✦ The flat price can change when we receive a Safety or a Measurement system, made by a transmitter (TX) and a receiver (RX), with a different serial number (TX vs RX) and both have mechanical or electronic damages. For these reasons Datalogic Repair Center will contact you to inform about the new flat rate price (it will be at twice the first flat rate price).