



TECHNOLOGIES INC.

Microcon Technologies Inc.
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Repair RMA-2024.doc



Repair Request

Please complete all information below and contact:
(Phone) 905-602-4770 (Fax) 905-602-4779
(Email) service@microcontechnologies.com

RMA #:

SOLD TO ADDRESS:

SHIP TO: (If Different than Sold To)

Table with 4 columns and 8 rows for customer and shipping information.

\*\*\*RMA NUMBER WILL NOT BE ISSUED\*\*\*
\*\*\* WITHOUT A PO/CREDIT CARD\*\*\*
\*\*\*CONTACT INFORMATION\*\*\*

PO # \_\_\_\_\_

Credit Card: please supply contact Info.
Below so we can e-mail you the credit card
form:

Contact Name \_\_\_\_\_

Contact Phone# \_\_\_\_\_

Contact e-mail: \_\_\_\_\_

REQUESTED SHIPMENT METHOD:

- Ground [ ]
2nd Day [ ]
Next Day [ ]
Saturday [ ]
Same Day Courier [ ]
Hold for Pickup [ ]
Other [ ]

CHECK To EXPEDITE THE REPAIR [ ]

REPAIR SERVICE REQUESTED TYPE:

- Repair [ ]
Exchange [ ]
Warranty Repair [ ]

Table with 4 columns: Item, Qty, Part Number / Description, Serial NO.

Thank you for choosing Microcon Technologies for your Repair Needs!



**Reason for Return / Problem / Symptoms / Fault Codes. (Required for all Items)**

1 \_\_\_\_\_  
 2 \_\_\_\_\_  
 3 \_\_\_\_\_  
 4 \_\_\_\_\_  
 5 \_\_\_\_\_

**Definition of The Terms Below.**

- ❖ **No Fault Found (NPF):** A product that is returned using RMA of any type “Warranty Repair” , “Repair” or “Warranty Exchange”.The drive is Evaluated, Inspected, Functional test was performed and passes all factory tests.
- ❖ **Inspection Only:** Upon evaluation the product is inspected only “No Power is applied to the drive.
- ❖ **A fee is charged if**
  - RMA type “Repair” But “No Problem Found” A NPF fee that is lower than the repair price will be charged
  - RMA type “Warranty Repair” But “No Problem Found” A fee will be charged as per (NPF) Chart below.

Drives Inspection Fees are determined according to the chart below

AC Drive Model and Frame Size.	No Fault Found (NPF)	Inspection Only	Expedite Adder	DC Drive Model	No Fault Found (NPF)	Inspection Only	Expedite Adder
Brushless 1000	\$ 323.00	\$ 175.00		M-MP25A4\5	\$ 453.00	\$ 453.00	\$ 466.00
Brushless 2000	\$ 450.00	\$ 325.00		M-MP 45A4\5	\$ 490.00	\$ 490.00	\$ 495.00
Brushless 3000	\$ 698.00	\$ 600.00		M-MP75A4\5	\$ 560.00	\$ 560.00	\$ 575.00
Frame 3 AC	\$ 195.00	\$ 155.00	340.00	M-MP105A4\5	\$ 640.00	\$ 640.00	\$ 667.00
Frame 4 AC	\$ 308.00	\$ 155.00	615.00	M-MP155A4\5	\$ 700.00	\$ 700.00	\$ 739.00
Frame 5 AC	\$ 386.00	\$ 195.00	715.00	M-MP210A4\5	\$ 795.00	\$ 795.00	\$ 852.00
Frame 6 AC	\$ 648.00	\$ 325.00	830.00	M-MP350A4\5	\$ 1075.00	\$ 1075.00	\$ 1118.00
Frame 7 AC	\$ 1019.00	\$ 510.00	1625.00	M-MP420A4\5	\$ 1350.00	\$ 1350.00	\$ 1377.00
Frame 8 AC	\$ 1381.00	\$695.00	2415.00	M-MP550A4\5	\$ 1706.00	\$ 1706.00	\$ 1615.00
Frame 9 AC	\$ 1709.00	\$ 855.00	3,070.00	M-MP700A4\5	\$ 1951.00	\$ 1951.00	\$ 1975.00
Frame 10 AC	\$ 2191.00	\$ 1100.00	Call	M-MP825A4\5	\$ 2483.00	\$ 2483.00	\$ 2500.00
Frame 11 AC	\$ 2958.00	\$ 1500.00	Call	M-MP900A4\5	\$ 2987.00	\$ 2987.00	\$ 2950.00
Frame 000 AC	Call	Call	Call	M-MP1200A4	Call	Call	Call
Load Cells Msc		\$ 170.00					

**\*\*\* Inspection Fees will be waived if MTI is requested to do the repair or a purchase of a replacement item is requested. Customer is responsible for all the shipping charges.**

**Please state if you want your items returned insured. \*\*\***

**\*\*\*Please note after 3 month of not receiving any response back from you regarding the repair quote presented, we will scrap the items listed above without notification \*\*\***

**Ship all large repair items on a Straight Truck Dock Level only**

***Thank you for choosing Microcon Technologies for your Repair Needs!***