



||| A STEP AHEAD IN DIGITAL TELEVISION

Via Parini, 2 - 25019 SIRMIONE (BS) - ITALY
RO.VE.R. Technical Assistance
Tel. ++39.030.9198.299
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E-mail : wecare@roverinstruments.com

Messrs

Company name / Installer / End user
Address

SUBJECT: REPAIR RETURN AUTHORISATION (RMA)

Pages : 2 (including this one)

Dear Mr. Company name / Installer / End user

Our Service Dept. is doing all efforts to solve any problem with a simple telephone call.

Unfortunately this time it was not possible: we have tried with your help, but despite our common efforts, we came to the conclusion that the best solution is to check your meter in our facilities.

We will take care of your meter model (eg.) ST-4 whit serial number (eg.) 12345 immediately after having received it and we will do our best to return it repaired in the shortest time possible. Your meter will not be simply repaired, it will be tested and calibrated to be sure that it is fully compliant to its technical specifications. Furthermore we will upgrade the software of your meter with the most updated software version.

The code assigned to your RMA is : (eg.) 2222 [barcode]

Please take note of this code and keep it since it will allow you to identify your call immediately.

Please print the two pages of this document and keep the first page for your reference. Use the second page as shipment address and attach it on the package.

This operation is fundamental for a fast handling of your repair since the bar code printed on this page enables us to identify promptly your meter and to send it immediately to our repair laboratory. Without this bar code we won't be able to handle the repair and your shipment could be rejected because not recognizable. Please also attach a copy of the fault identification form filled (see the last page of the relevant user manual) clearly indicating the fault description.

We suggest you to package your meter very carefully and to send it to Rover with all its accessories. Please send also a copy your meter buying invoice/receipt, since this will allow us to evaluate if the meter is under warranty or not.

In case the product is out of warranty you will receive our Details for Repair Costs. We will prepare a Quotation for Repair Costs before completing the repair if the costs will be higher than 200 Euro and we will wait for your confirmation before completing the repair.

IMPORTANT NOTICE: We would like to inform you that if no fault is found on the meter you send for service, all freight costs to Rover and return will be charged, even if the meter is under warranty.

Shipping of the meter :

Ship the meter carriage paid through your forwarding agent. If the product is NOT under warranty, the shipping return costs will be invoiced together with the repair costs. Vice-versa, if the product is under warranty, Rover will pay for the return of the goods.

Please don't send equipments to Rover only for the installation of optional boards (please note that this operation can be carried out by the customer preventing the meter from returning to Rover). In this case all transport costs will be at your charge even when the meter is still under warranty.

Issuing of shipping documents :

- 1) Please return the equipment with an invoice to Ro.Ve.R Laboratories Spa - Via Parini 2 - 25019 Sirmione (BS) Italy.
2) Cut the the upper section (WITH THE BAR CODE) of the next page and attach it on the parcel, as shipping address.
3) Please clearly indicate in your invoice that this is a RETURN FOR REPAIR and your RMA code.
4) In case you are going to send more than one meter, please indicate in your invoice the total of all meter values (only for customs purposes).

Always at your disposal.
ROVER Service Staff

Shipper :

Company name / Installer / End user

Address

City

Country

Messrs

RO.VE.R. LABORATORIES SPA
via Parini 2

25019 SIRMIONE
Italy

SERVICE CALL REFERENCE :

No. (e.g.) 2222

DATED (e.g.) 01.01.01



(CUT ALONG THIS LINE AND ATTACH THIS PAGE SECTION WITH THE BAR CODE ON THE PACKAGE)

PRODUCT PART NUMBER (example) ST-4

PRODUCT DESCRIPTION Discovery Sat & TV analyzer COFDM-QPSK & MPEG

SERIAL NUMBER (example) 12345

CALL NUMBER (example) 2222

FAULT DESCRIPTION

Please keep this label and refer to your CALL NUMBER when asking for information about the status of your repair.