

Service/Warranty/RA requests/Board repair

Due to increased volume of support related calls, OES Solutions has mandated the following policy for support related assistance.

Technical Support:

Email your request to ccrdealersupport@oes-solutions.com

Include:

Model #

Serial#

Date of purchase

Meter count

Issue you would like assistance with.

Your issue will be handled in turn and you will receive a response within 24 hours.

Part # research:

Limited support will be given for part# research. OES & Sharp has provided you with all the links to download parts manuals, Part bulletins etc. If you cannot find in the manual what you need please email request to ccrdealersupport@oes-solutions.com

Warranty claims:

Email your request to ccrdealersupport@oes-solutions.com

Include:

Model #

Serial#

Invoice#

Invoice Date

Setup Date

Copy Count at Failure

Problem Noted

Hidden Shipping Damage Y or N

Part #

Reason for request with any error code associated.

RA request:

Email your request to ccrdealersupport@oes-solutions.com

Include:

Item (model#, part#, Supply# etc)

Serial # (if applicable)

Quantity

Specific Reason for RA

Actions taken to repair

Sharp DSSD open Ticket # (if applicable)

Board Repair / Warranty

See following pages for instructions...

OES Solutions Sharp Board Repair Policy

Due to errors in processing credits for returned boards, please use the following procedure as a guideline on how to order, and return for credit all circuit boards. Please call OES if you have any questions.

Board Swap

- 1) Place your order for the circuit board you require with your OES sales rep. (include: Model, Serial#, Problem, Part#)
- 2) Your account will be charged the FULL price of the board & Part order fee, the order will be placed.
- 3) When you receive your control board, replace all EEPROMs, Flash ROMs etc form your existing board to the new one you have received.
- 4) Pack the BAD board within the packaging the new one came in.
- 5) Fill out the return repair card (see example next page) to include: Model, serial number, problem etc.
- 6) Ship the board back to Sharp using the enclosed shipping label
- 7) Your account will be credited to the repair price upon receipt of the BAD board at Sharp.

No Problem Found

- 1) Place your order for the circuit board you require with your OES sales rep. (include: Model, Serial#, Problem, Part#)
- 2) Your account will be charged the FULL price of the board & Part order fee, the order will be placed.
- 3) When you receive your control board, replace all EEPROMs, Flash ROMs etc form your existing board to the new one you have received.
- 4) If this NEW board did not fix the problem...
- 5) Pack the NEW board within the packaging it came in.
- 6) Fill out the return repair card (see example next page) to include: Model, serial number, no problem found, did not use, please credit full amount for unused board etc.
- 7) Ship the board back to Sharp using the enclosed shipping label.
- 8) Your account will be credited the FULL price upon receipt of the unused board at Sharp. The board you return is serialized and must be the original board Sharp shipped you. Failure to send the original board will result in Sharp crediting your account for the repaired price only.

Warranty Board Claim


- 1) Place your order for the circuit board you require with your OES sales rep. (include: Model, Serial#, Problem, Part#) Inform your rep of the possibility of warranty eligibility. (The machine MUST be within 150 days from OES invoice or 120 days from install which ever come first).
- 2) Your account will be charged the FULL price of the board & Part order fee, the order will be placed.
- 3) When you receive your control board, replace all EEPROMs, Flash ROMs etc form your existing board to the new one you have received.
- 4) Pack the BAD board within the packaging the new one came in.
- 5) Fill out the return repair card to include: Model, serial number, problem, Please credit full amount for Warranty board etc.
- 6) Ship the board back to Sharp using the enclosed shipping label
- 7) The Warranty board must be accompanied by your invoice from OES Solutions as Proof-of-Purchase and the serial Number sheet. (These can be supplied by your rep if you do not already have).**
- 8) Your account will be credited the FULL price upon receipt of the BAD board at Sharp.

*****NOTE*** There will be no credit issued if the above instructions are not followed.**



IMPORTANT!
 To get full CORE credit, you must fill out this form and provide the Model serial number with the return of the PWB.
 To get full credit, the PWB should be returned by:

1. Please complete the "NATURE OF DEFECT" portion of this form with a detailed description of the problem.
2. Wrap the Defective Part with the pink foam sheet that came with the replacement board, then insert in the enclosed Static-Shielded Bag. **DO NOT PUT ANYTHING ELSE IN THE STATIC-SHIELDED BAG.**
3. Place this completed form inside the provided foam maller. Your work order number must appear on the FedEx billable stamp.
4. To ensure that proper credit is applied to your account, *model serial number must be enclosed.* *
5. If the return PWB is in warranty, proof of purchase must be submitted with this form. Failure to do so will void proper core credit.

<p>WORK ORDER NUMBER : M112464 00269855</p>  <p>PART NAME PCU PWB</p> <p>PART NUMBER CPWBX1737FCE2</p> <p>MODEL NUMBER MX4501N</p> <p>MODEL SERIAL NUMBER * Machine Serial #</p> <p>CUSTOMER REF # 59312</p> <p>RMA#</p>	<p>NATURE OF DEFECT ("DEFECTIVE" not acceptable)</p> <div style="border: 2px solid blue; border-radius: 15px; padding: 10px; background-color: #e6f2ff; margin: 10px 0;"> <p>Include Problem & expected return credit (Full or Repaired) Include Model # and Serial # here as well.</p> </div> <p>BOARD SERIAL NUMBER 271788</p>
<p>FROM: CDT SOLUTIONS, INC. 17735 COMMERCE DRIVE WESTFIELD IN 46074</p> <div style="border: 2px solid blue; border-radius: 15px; padding: 10px; background-color: #e6f2ff; margin: 10px 0;"> <p>Check mark & include FULL or Repaired credit in other blank.</p> </div>	<p>REASON FOR RETURN</p> <p><input type="checkbox"/> DEFECTIVE CORE BOARD</p> <p><input type="checkbox"/> DEFECTIVE REPLACEMENT BOARD</p> <p><input type="checkbox"/> UNUSED</p> <p><input type="checkbox"/> WRONG PART RECEIVED</p> <p><input type="checkbox"/> OTHER (PLEASE EXPLAIN) _____</p> <p>_____</p> <p>_____</p>