

CUSTOMER PRE-RMA QUESTIONNAIRE

Please review the following questions prior to submitting a Return Materials Authorization (RMA) request. The answers will provide valuable information into any issues encountered while using our products, and will help guide us through the RMA qualification process. Our Customer Service representatives will contact you when the form is received to issue an RMA number and initiate the return process.

MODEL: SN:

UNIT PERFORMANCE AT TIME OF FAILURE

How long has the unit been in operation in the field?

When was the unit last serviced or lubricated?

Was the unit operational and failed or was this an immediate failure?

Is the failure intermittent or consistent?

Does failure always happen at same location (probe and carriage position)?

SETUP AND TESTING

Has a new or different unit been installed and verified to function using the same setup?

What was done to isolate the unit as a single point of failure?

SETUP AND TESTING (CONTINUED)

Select the items that apply:

Configuration:	Source	Load	
Unit's cover:	ON	OFF	
Controller used:	MT986B()	MT986C()	MT1020C
Power supply:	MT1020A	MT1020B()	MT1020D

Note: Maury Microwave recommends shipping any cables, power supplies and controllers used with the unit at the time of failure in order to better assess the source of the problem.

What was the test or procedure being performed at time of failure (Initialization, Characterization, carriage/probe movement)?

What frequencies were being tested at time of failure?

SOFTWARE Please update my tuner with the latest FW updates Yes No

What are the software version, build and date?

What was the software error message? Attach any screen captures if necessary.

ENVIRONMENT

What were the environment conditions and temperature at the time of failure?

OBSERVATIONS

Are there any signs of physical damage to the unit, such as dents, scrapes, bent legs or any damage to the connectors?

Select the items that apply:

Noise: Motors binding Center conductor scratching

Smell/touch: Motors overheating
 Cover hot to the touch
 Burnt electronics

Visual: Power LED ON
 USB LED flashing during test
 Motors moving at command
 Loose hardware
 Location of carriage and probes at time of failure:
 Carriage
 Probe 1
 Probe 2

OTHER COMMENTS/OBSERVATIONS
