

Service Manual

ES Series Energy Switch

Packativity

Contents

Contents	2
Applicable Models	3
Hardware Service and Support.....	3
Documentation.....	3
Support.....	3
DOA Procedure.....	4
RMA Procedure	5
Obtaining an RMA number.....	5
Return process.....	5
Warning	7
Battery	7
Fuse	7
Warranty	8
ANNEX 1: Racktivity standard RMA form	9

Applicable Models

Unless specified otherwise, all information in this document is applicable to all Racktivity Energy Switch models including, but not limited to:

- ES1008-16
- ES2024-16
- ES2024-32
- ES2124-32
- ES6024-16
- ES6124-16
- ES6124-32

Hardware Service and Support

Documentation

All documentation can be found on the Support section of the Racktivity website:
www.racktivity.com/support

Support

E-mail support@racktivity.com

Phone 003293242095

The online helpdesk is available from 8.30 until 17.00 CET.

DOA Procedure

Customer informs Racktivity via a completed Racktivity standard RMA document (see annex 1) of any hardware defect in accordance with above contact details.

The information needed for processing the RMA products:

- MAC address, product type or serial number
- Quantity of products
- Problem description per unit

Racktivity will swap the defective unit within 2 Business Days (DDU Brussels) after receipt of the correctly completed RMA form.

Customer is responsible to hand over the defective unit to the carrier during Business Hours at the Customer's address and receive the replacement unit.

In the event of a valid DOA claim (i.e. the Hardware is defective and the defect is solely attributable to the Hardware), all replacement costs (including pickup and return) will be borne by Racktivity, except that in case pickup and delivery cannot be executed, the additional shipment costs will be prepaid by Customer. In the event the DOA claim is not valid, all such costs shall be borne by the Customer.

RMA Procedure

Obtaining an RMA number

Customer informs Racktivity via a completed Racktivity standard RMA document (see annex 1)

The information needed for processing the RMA products:

- MAC address
- Quantity of products
- Problem description per unit

After Racktivity has received the correctly completed RMA form, an RMA number will be sent.

With this RMA number the Customer is allowed to ship the products back to the Racktivity designated repair center.

RMA tracking

No units will be accepted without RMA number provided by Racktivity N.V. to Customer. Customer will mention the RMA number on all documents referring to the return.

Return process

Under warranty

Racktivity will check the warranty criteria and a new or replaced unit will be sent to Customer for all units under warranty.

In case the unit does not fall under warranty, please refer to the Out of warranty chapter.

Racktivity will send a replacement or repair unit within 5 Business Days from receipt of a valid RMA claim form.

Shipments costs related to the shipment of a replacement unit will be borne by Racktivity.

Upon receipt of the replacement product, the Customer shall ship the defective Hardware to Racktivity, upon the latter's instructions. Any cost related to the shipment from Customer to Racktivity will be at the expense of Customer.

Out of warranty

The following procedure will apply:

1. The defective unit will be placed in an on-hold pool.
2. A quote will be prepared for the repair and shipment of the device.

3. If quote is accepted and paid for, repair will be conducted in 10 business days.
4. If the quote is not accepted or not paid within 15 business days, the unit will be available for pick up at our repair center.

If the RMA claim proves invalid only after Racktivity has already shipped a replacement product to the Customer, the Customer must return the replacement product to Racktivity in an 'as new' condition and properly packed, at the Customer's risk and expense, upon Racktivity's instructions. The Customer shall also, upon first request, reimburse all costs related to the shipment of the replacement product to the Customer. In the event the allegedly defective Hardware was already shipped to Racktivity by the Customer, such Hardware shall be returned to the Customer at the Customer's risk and expense (cost of shipment of the allegedly defective Hardware to Racktivity shall equally be borne by the Customer).

Warning

Battery

The Energy Switch contains a lithium battery and should not be disposed of with general refuse. Dispose of the lithium battery in accordance with all local codes and regulations for products containing lithium batteries. Contact your local environmental control or disposal agency for further details.

The battery is not user replaceable. All repairs and service should be performed by authorized service personnel only.

CAUTION: RISK OF EXLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

Fuse

The fuse is denoted with the marking F1 and may only be replaced with Littelfuse type 292, rated 250V, 800mA, T.

The fuse is not user replaceable. All repairs and service should be performed by authorized service personnel only.

Warranty

Racktivity agrees to repair or replace Energy Switches ("Products") that fail due to a defect within twelve (12) months after the shipment date of each Product unit to Buyer ("Warranty Period"). For purposes of this Agreement the term "defect" shall mean the Product fails to operate or fails to conform to its applicable specifications. Any claim made pursuant to this Agreement shall be asserted or made in writing only by Buyer. Buyer shall comply with Racktivity's Standard Return Merchandise Authorization ("RMA") procedure for all warranty claims as set forth in Racktivity's operation manual. Buyer must return Products in original packaging and in good condition. This limited warranty does not include labor, transportation, or other expenses to repair or reinstall warranted Products on site or at Buyer's premises. The warranty only applies to the original Buyer.

Racktivity reserves the right to investigate any warranty claims to promptly resolve the problem or to determine whether such claims are proper. In the event that after repeated efforts Racktivity is unable to repair or replace a defective Product, then Buyer's exclusive remedy and Racktivity's entire liability in contract, tort, or otherwise shall be the payment by Racktivity of Buyer's actual damages after mitigation, but shall not exceed the purchase price actually paid by Buyer for the defective Product.

Racktivity shall have no responsibility or liability for any Product, or part thereof, that (a) has had the Serial Number, Model Number, or other identification markings altered, removed or rendered illegible; (b) has been damaged by or subject to improper installation or operation, misuse, accident, neglect and/or has been used in any way other than in strict compliance with Racktivity's operation and installation manual; (c) has become defective or inoperative due to its integration or assembly with any equipment or products not supplied by Racktivity; (d) has been repaired, modified or otherwise altered by anyone other than Racktivity and/or has been subject to the opening of any sealed boxes without Racktivity's prior written consent. If any warranty claim by Buyer falls within any of the foregoing exceptions, Buyer shall pay Racktivity its then current rates and charges for such services.

THE ABOVE WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. RACKTIVITY SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, OR EXEMPLARY DAMAGES; EVEN OF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

For warranty issues, contact the Product Support Department. All repair and return shipments must be approved by Racktivity and must be accompanied by a RMA (Return Merchandise Authorization) number and dated proof of purchase.

ANNEX 1: Racktivity standard RMA form



Fax 09 324 20 91
 Tel 09 324 20 90
 e-mail support@racktivity.com

RMA form

Instructions

Please use 1 form per return shipment
 Fax the completed form to +32 9 324 20 91
 or email to support@racktivity.com

Delivery address	Return address	Action
Racktivity NV Kris De Peuter Antwerpsesteenweg 19 9080 LOCHRISTI	Customer:	DOA/RMA
	Name:	Repair
	Address:	
	Date request:	

RMA details			
Product	Product code	Description of the failure	Warranty Y/N

RMA number	
RMA date	