# User guide for eRMA apply.

Step 1. Under: <u>http://erma.zippy.com.tw</u> ID & Passw.: XXXXX



# Step 2. Click: $\rightarrow$ New Request



#### Step 3. Rolls under RMA Policy and Click: agree

My Page							
Service	In-process Download User Guide						
New Request	Warranty and RMA Policies						
In-process	Zinny Tashnalany Core, analidas sustamore with samplete product variant and BMA sociass. Places refer to the following						
RMA Request Search	document on detailed product warranty and RMA terms of service and related matters in order to receive the most complete						
Management	warranty and services.						
Knowledge	1. Warranty Conditions Zippy provides 3 years warranty service for Zippy products starting from the						
Policy & Process	purchase date, except for special products or situations. Special products are						
Repair Center	identified by checking the barcode sticker on the product.						
List	2. Warranty Exclusions I, Missing, damaged or unidentifiable RMA information tags including: barcode no. and model label etc.						
	pick here and click agree						
	□ I have read and agree to the above terms and conditions Privacy						
	agree disagree						

#### Step 4. Under Repair center, please choose the right address Under Product Info please write Barcode and Customer Product name: Then click : Enter



#### Step 5.

Please do again this Step if you still have more unit need to apply:

Repair Center List		☐ Shipping Address Click here If return address different then address listed as above							
	Repai	Repair center							
	* Zippy Technology Europe GmbH(GERMANY) Select								
	Product Info.								
	*Barc	*Barcode No where to find barcode Customer Product Name: Enter							
	Can r	Can not to fill in the failure cause? Please click <u>here.</u>							
	Item Barcode Production Name / Model Customer Product Name Warra				Warranty	Problem	Delete		
	1	20170728P602080	MRW-6420P-R REAR I/C	MRW-6420P-R	2020/09/04	problem	delete		

#### Step 6.

After that please click under: Problem  $\rightarrow$  Open Barcode Group Window Please choose Failure reason, can write Problem description(not required field)

KIVIAKequest.	aspx		▼ U    sucnen.			<u>ن</u> דע				
y.com.tw	ZIPPY Technology	Corporation eRMA System - Barcode Group - I	nternet Explorer	to the lawy in	X	jisterkarte	2. Open Barcode Group Window			
User in	fo o									
*Ac	cou RMA Reques	RMA Request - Burroods Group     3. Choose Failure reason								
*Ac	ddres Specification	/ Problem								
⊡ Sł A	nippi Failure ddre reason	Fails to turn on (不開機)			~~	4. Write P	roblem description			
Repair	cent Problem description				^	(not requi	red field)			
Produc	t Inf 5.	Click submit	ubmit close			~				
*Barco Can no	de No: ot to fill in the failure of	where to find barcode cause? Please click here.	Customer Product Name:		Enter		1. Click Problem			
Item	Barcode	Production Name / Model	Customer Product Name	Warranty	Problem	Delete				
1	20170728P602080	MRW-6420P-R REAR I/C	MRW-6420P-R	2020/09/04	problem	delete				

#### Step 7. After click : Problem, you can click: Pick, if the errors is same as before !

n/RMAReques	t.a	7100V Taskaslasv Case		en ant Fuerda anno 11 c					
opy.com.tw		21PPT Technology Corp	oration eRMA System - Barcode Group - Inte	met Explorer		ue Registerkarte			
*^		RMA Request -	Barcode Group		^				
□s	sh	Problem Histor							
ļ A	٩¢	Fails to turn on (不開機) Pick							
Repair	•								
* Zippy	Т	Specification / P	roblem						
Duration		Failure reason	Fails to turn on (不開機)		~				
Produ									
*Barco	od	Problem				1			
Can n	0	description			~	ľ			
			subr	nit close	~				
Item						Jelete			
1	201	170728P602080	MRW-6420P-R REAR I/C	MRW-6420P-R	2020/09/04 problem	delete OK			
2	201	170728P602088	MRW-6420P-R REAR I/C	MRW-6420P-R	2020/09/04 problem	delete			

### Step 8.

If ready you can see the red OK on the side of windows Please write Compatible Problem (not required field)

Repair ce	nter								
* ZIPPY TECHNOLOGY CORP.(TAIWAN) Select									
Product I	nfo.								
*Barcode No: where to find barcode Customer Product Name: Enter									
Item	Barcode	Production Name / Model	Customer Product Name	Warranty	Problem	Delete			
1	20100830P102100	P1S-5220V (017)		2013/09/10	problem	delete OF	ς		
2	20000101P110112				problem	delete	ç		
ystem sp	ecification								
	(	Compatible Problem (If you choose "compar	tible problem", please input the brand / mod	el no. in the textb	ox.)				
			<u> </u>		Write Co	mpatible Prob	len		
					(not requ	uired field)			

Step 9.

submit

Please don't forget write the Product name ( model ): Or you can copy from "customer Product into Product Name ! ( blue arrow )

Repair center         * ZIPPY TECHNOLOGY CORP.(TAIWAN)         Select         Product Info.									
*Barcode No: Where to find barcode Customer Product Name: Enter									
Item	Barcode	Production Name / Model	Customer Product Name	Warranty	Problem	Delete			
1	20100830P100100	P1S(017)		2013/09/10	problem	delete	ок		
2	20000101P110112		I-5500P8V		problem	delete	ок		
System spe	System specification Compatible Problem (If 評頁記息 the textbox.)								
You were not inputted [Production Name/Model] yet. Barcode : 20000101P110110									
submit									

## Step 10. After ready to fill in, you should click: Submit and OK:

Pro	Product Info.										
*B Ca	*Barcode No: where to find barcode Customer Product Name: Enter Can not to fill in the failure cause? Please click <u>here.</u>										
Ite	em	Barcode	Production Name / Model	Customer Product Name	Warranty	Problem	Delete				
	1	20170728P602080	Meldung von Webseite		2020/09/04	problem	delete	ок			
	2	20170728P602088	Are you sure that you want to s	ubmit the form?	2020/09/04	problem	delete	ок			
Sys	ster	n specification									
	(	Compatible Problem	ОК	Abbrechen input the b	rand / model	no. in the t	extbox.)				
								^			
								~			
				submit							

Please try again in the next RMA !! Good luck !

Mit freundlichen Grüßen.

Zippy Service Team. Tel.: +49(0)2103-57601-00 Fax.: +49(0)2103-57601-29 Email: <u>service@zippy-europe.com</u> <u>support@zippy-europe.com</u>