



IMPORTANT – Support Ticket Information

Support ticket number through which the debugging took place (6 digits):

Note that this support ticket is required for the RMA process to get started.

If you do not have a ticket number, please open a support case: <http://www.opal-rt.com/contact-technical-support/>

SECTION A – CUSTOMER INFORMATION

RMA Request Date (today's date):			
Company/University Name:			
Billing Address:			
City, Province/State, Country, Zip Code:			
Shipping Address (for the return):			
City, Province/State, Country, Zip Code:			
Administrative Point of Contact:			
Phone:		Email:	
Technical Point of Contact:			
Phone:		Email:	

SECTION B – PART INFORMATION

Project number (ex: PF123-456):	
Model (ex: OP5330):	
Part number (ex: 126-0123):	
Serial number (ex: 13-1234):	
Revision (ex: 2.3):	
Simulator serial number (ex: PF123-456-S01):	
If more than one part is to be returned, please separate items by a "/". (ex for model: OP5330 / OP5340)	

SECTION C – PART RETURN INFORMATION

Do you require your product to remain at the same revision number? <small>NOTE: Products requiring to be kept at the same revision number may include additional fees billable to the customer.</small>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do you require your product to remain at the same serial number? <small>NOTE: Products requiring to be kept at the same serial number may include additional fees billable to the customer.</small>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do you require receiving a replacement part before sending your replacement part? <small>NOTE: Requiring a replacement part before sending the defective part will include additional fees billable to the customer.</small>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have there been any customer-performed hardware modifications to the part/component?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Please select one of the following return reason:		
Cause of the problem:		
When was the problem seen:		
To troubleshoot the problem, the simulator was:		



SECTION D – PRODUCT OPERATIONALLY DEFECTIVE

Was the problem solved by substituting the part/component/system by a similar known-working part/component/system?	Yes <input type="checkbox"/> No <input type="checkbox"/> Could not proceed <input type="checkbox"/>
Is the problem:	Intermittent <input type="checkbox"/> Constant <input type="checkbox"/> Unknown <input type="checkbox"/>
Real-time operating system:	Redhat <input type="checkbox"/> QNX <input type="checkbox"/> CentOS <input type="checkbox"/>
RT-LAB, MATLAB, HYPERSIM versions:	RT-LAB: MATLAB: HYPERSIM:
If applicable, please list any changes made to the part/system (software or hardware) between the time it used to work and now:	
Briefly explain any additional information and/or troubleshooting that could be helpful to our engineers/technicians in testing, diagnosing or duplicating the problem:	

SECTION E – SHIPPING INFORMATION

Acknowledgement:	<input type="checkbox"/> You are not allowed to ship the hardware before receiving written acknowledgement from an OPAL-RT representative. This acknowledgement will include the RMA number.
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