

UTC Aerospace Systems

**COMPANY INFORMATION**

Please fill in all applicable areas and check appropriate boxes. UTC Aerospace Systems will not receive any returns without a valid Return Merchandise Authorization number.

Company Name and SAP#*:		Contact Name*:	
Address (For int'l customers – forward their commercial invoice and tracking number to ITC)		Contact Phone #*:	
		Contact Email*:	
		Date Created*:	
Customer Purchase Order:		Gov't Customer (Y/N)*:	
SUI Account Manager*:		Priority (high/normal)*:	
SUI RMA Number:		Original SUI ship date*:	

**RETURN UNIT(S) INFORMATION**

SUI Part Number(s) *:	
SUI Model Description(s):	
SUI Serial Number(s) *:	
State problem and reference video/images provided by customer*:	
What user actions preceded the problem?:	
What actions are required to resolve the issue*:	

**Diagnostics (NOT REQUIRED! These are reminders for troubleshooting.):**

Is problem intermittent?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	Is it a corrections problem?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A
Ambient temperature (°C):		TEC:LOCK?	
AGC:ENABLE?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	ENH:ENABLE?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A
OPR?		ERROR?	
Occurring during windowing?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If windowed, what ROI?	
Status LED color on camera:	<input type="checkbox"/> GREEN <input type="checkbox"/> RED <input type="checkbox"/> FLASHING <input type="checkbox"/> OFF <input type="checkbox"/> N/A (NO LED)		
Power source:	<input type="checkbox"/> SUI POWER SUPPLY <input type="checkbox"/> OTHER:		<input type="checkbox"/> N/A
Video output used:	<input type="checkbox"/> ANALOG <input type="checkbox"/> DIGITAL	Communication method:	<input type="checkbox"/> ANALOG <input type="checkbox"/> DIGITAL
Frame grabber card make:		Frame grabber card model:	
NI-IMAQ version:		SUI-IA version/software:	

**FOR INTERNATIONAL CUSTOMERS ONLY**

FOREIGN PARTIES – Follow the instructions below when shipping to Sensors Unlimited, Inc.

**Commercial Invoice Instructions:**

- A. Complete a commercial invoice per instructions. The commercial invoice must contain the following information in the English language:
- B. Part Number(s)
- C. Description Of Item(s)
- D. RMA Number:
- E. Country Of Original Manufacturer: USA
- F. Value. List full value (i.e. amount paid) of goods in U.S. Dollars – do not use \$0.00
- G. The Seller, Shipper or Agent is required and must sign the Commercial Invoice
- H. Only one of the statements listed below **must be written exactly on the commercial Invoice:**

Select One:

**Repair - Originally Exported as EAR99**

*"U.S. origin hardware being returned to the United States for repair. These goods are returned without having been advanced in value or improved in condition by any process of manufacture or other means. ECCN EAR99"*

**Consignment - Originally Exported as EAR99**

*"U.S. origin hardware being returned to the United States after being exported for product evaluation. These goods are returned without having been advanced in value or improved in condition by any process of manufacture or other means. ECCN EAR99"*

**Repair – RPL License Exception (Originally exported as non-EAR99 Hardware**

*"U.S. origin hardware being returned to the United States for repair under authority of 15 CFR 740.10 RPL license exception"*

**Consignment - Originally exported under EAR STA License Exception**

*"U.S. origin consignment hardware being returned to the United States previously exported under authority of 15 CFR 740.20 STA license exception. These goods are returned without having been advanced in value or improved in condition by any process of manufacture or other means."*

**Originally Exported under DSP-5 ITAR License**

*"U.S. origin hardware being returned to the United States for repair under authority of 22 CFR 123.4(a)(1) Temporary import license exemption. These goods are returned without having been advanced in value or improved in condition by any process of manufacture or other means."*

**Originally Exported Under DSP-73 Demo License**

*" U.S. origin hardware being returned to the United States previously exported under authority of DSP-73 License No [enter license number]" These goods are returned without having been advanced in value or improved in condition by any process of manufacture or other means."*

UTC Aerospace Systems

- I. Harmonized Tariff Schedule (HTS) Number – SUI will pay import duties for repair items under warranty.
  - **DO NOT USE** tariff codes for repair that begin with 9801 or 9802
  - Use the code of the item provided to you with the original shipment, or choose the HTS number of the item below:

Product	HTS Code	Product	HTS Code
Area Camera	9027504060	Linear Array	8541406050
Linescan Camera	9027504060	Accessory Kits (power supplies, lens, adapters, etc.)	9002119000
Imaging Pack	8471804000	All Other Items	Contact SUI

Email the commercial invoice and tracking information to SUI immediately after shipping your return.

**SHIPPING INSTRUCTIONS (DOMESTIC AND INTERNATIONAL CUSTOMERS)**

**Please include a COMPLETED printout of this sheet with your return.**

**Ship RMA Product(s) To:**  
 Sensors Unlimited Inc. – UTC Aerospace Systems  
 330 Carter Road, Suite 100  
 Princeton, NJ 08540  
**Attn: RMA #**

**Terms and Conditions:**  
[http://www.sensorsinc.com/images/uploads/documents/UTASSUITCsRev04\\_2013.pdf](http://www.sensorsinc.com/images/uploads/documents/UTASSUITCsRev04_2013.pdf)

**For Warranty repairs,** Sensors Unlimited will be responsible for the cost of repair and shipping of the repaired items. Contact your Account Manager for shipping arrangements

**For Non-Warranty repairs,** If the system is repairable, Sensors Unlimited will send a quote for the **required parts and labor**. Responsibility for payment of the repair plus shipping cost will be that of the Customer.

If Sensors Unlimited is granted permission to proceed with the repair: The evaluation charge will be applied to the cost of repair and the system will be shipped upon completion of the repair and receipt of a PO in the amount quoted for the **required parts and labor**.

**Packing/Shipping Instructions:**

When returning the device please write the **RMA Number** on the outside of the shipping box and on all enclosed paperwork. All **returned products** should be packed appropriately for shipping. SUI recommends using the impact-tested **original** watertight packaging case for maximum safety. Please do **NOT** use static-generating Styrofoam peanuts / popcorn for electronics.

Also, please **return all required accessories needed for failure analysis** (power supply, cables, etc.). Please do not include other items not related to the service (custom lenses, trigger sources, etc.). We recommend the use of an insured, traceable shipping method. Sensors Unlimited Inc., a UTC Aerospace Systems Company is not responsible for unauthorized items, or any non-traceable shipment or product damage incurred during shipping.

***Sensors Unlimited Inc.'s cameras, accessories, and associated technical data are subject to the controls of the International Traffic in Arms Regulations (ITAR) and/or the Export Administration Regulations (EAR). Export, re-export or transfer of these items by any means to a foreign person or entity, whether in the United States or abroad, without appropriate U.S. Department of State and/or Department of Commerce authorization, is prohibited and may result in substantial penalties.***

Please call Sensors Unlimited Inc., a UTC Aerospace Systems company, at 609-333-8000 or email [sui\\_support@utas.utc.com](mailto:sui_support@utas.utc.com), with any questions.