



GTI Board Return  
Guidelines  
08/31/2020

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## Terms and Conditions

### What *You* Agree To

- Not to send circuit boards to M Squared or GTI without an RMA number. Call a GTI Technician to get one.
- That M Squared or GTI may call a circuit board "unrepairable" for any reason.
- Your board might get wrecked during assessment or repairs. Sorry about that.
- Your "unrepairable" board might come back to you with removed parts in a bag. Also, some parts might be missing.
- If you send your board in, you're agreeing to pay fees
- You handle and pay for shipping the board in.
- You must check the GTI Website and read the **latest** Board Return Guidelines - **and only send circuit boards in for repair if you understand and agree to them.** Please contact us at 1-888-827-5204 if you have any questions.

### What *We* Agree To

- We are confident that you will be satisfied with the quality and timing of our repairs, and if they are late, or you are dissatisfied with the results, please call us. We are willing to consider not charging for the repair. **However, we do not guarantee repair times anymore.**
- If you receive a board that is "repaired" or "no problem found" but still malfunctions, we owe you one free repair on that board. Please reference the RMA number of the unsuccessful repair when calling for a free repair-redo. **Fair warning!** The board may be declared unrepairable if the problem is still undetectable. Troubleshooting and investigation may be the best bet before a repair-redo.

# How to Return a Circuit Board for Repair

## 1. Your Board Malfunctions



## 2. Call GTI

- Telephone tech support is free for the life of your product
- Your problem might be solved through troubleshooting!
- GTI Toll-Free: 1-888-827-5204



## 3. Remove Board from Controller

- Power the machine / board down first!
- Do not touch or hold onto board components (except transformer)
- No un-wiring required. Carefully remove wire terminal blocks from board pins
- Remove board-to-enclosure-attachment screws
- Grip transformer and remove board from enclosure

If you would like for “unrepairable” boards to be returned to you, please remember to **let us know** when you call for an RMA Number. By default, unrepairable boards are recycled (and the recycle credit is applied) unless you have other boards returning to you – in this case they may be sent back to you as well.

#### 4. Take a Picture of Your Board or Write Down Board Info:

- Board Code
- Software Version
- Problem Description (Optional)



#### 5. Get RMA Number

- Call or Email GTI
- Give Picture or Board Info
- For each board, let us know what to do if "unrepairable"
  - Ship back to you
  - Recycle (for credit)
- Specify UPS Level (Ground, Next Day Air, etc.)
- Request Expedited RMA (extra charge) if you want



#### 6. Pack Board

- Carefully wrap board in pink static-free bubble wrap
- Bubble wrap should be 1" deep all around for big boards, 1/2" deep for little ones
- Place in box with crumpled paper or bubble wrap as filler
- No foam peanuts or shredded paper
- Boards should be snug so they can't flop around
- Do not apply pressure to board components!

## 7. Send Board to:

- M Squared Electronics
  - 1610-C Manning Blvd, Levittown PA 19057
- GTI (if you are in Canada)
  - 5041 Macha Rd, Wallis, TX 77485



## 8. We assess your board, and do one of 4 things:

- **Repair** it and ship it back to you
- Call it "**No Problem Found**"\* and ship it back to you
- Call it "**Unrepairable**"\* and ship it back to you, if you chose this option
- Call it "**Unrepairable**"\* and put it in E-waste Recycling

\*Note : GTI or M Squared Electronics may call a board "No Problem Found" or "Unrepairable" for any reason.



## 9. Try your board out when it arrives

- If it doesn't work, you may be eligible for a warranty repair
- Call GTI if you have any problems with the board.
- GTI Toll-Free: 1-888-827-5204

If you would like for "unrepairable" boards to be returned to you, please remember to **let us know** when you call for an RMA Number. By default, unrepairable boards are recycled (and the recycle credit is applied) unless you have other boards returning to you – in this case they may be sent back to you as well.

## 'Unrepairable' Boards

What is an '**unrepairable**' board?

It *might not* be unrepairable. Maybe, if you take it to a someone else, they can repair it.

It is a board that M Squared or GTI does not want to repair because:

- We tried, but were unable to fix the problem within what we think is a reasonable amount of effort / time / money
- We believe that it may not be reliable once repaired
- The problem is intermittent and it's hard to know if we have solved it
- Some other reason (**GTI or M Squared may call a board unrepairable for any reason, at our own discretion**)

Here's what might happen with your '*unrepairable*' boards –

If there are any '*repaired*' or '*no problem found*' boards being returned back to you, your unrepaired boards might be shipped back to you as well (they don't cost much more to send back, and they don't count toward the Shipping Fee if the shipment is UPS Ground).

If there are no '*repaired*' or '*no problem found*' boards from your RMA, unrepairable boards are typically put in e-waste recycling.

**If you have a specific preference for your '*unrepairable*' boards (if you want any or all returned or recycled), please let us know when you make your RMA.**

## Pricing

Sample Prices for a 1-board RMA:

Note: You may **expedite an RMA for a \$40 extra charge** on the whole shipment

Note: Damage to boards due to poor packing by the greenhouse may incur additional charges.

Repair + Send to You	"No Problem Found" + Send to You	"Unrepairable" + Send to You	"Unrepairable" + Recycle
<ul style="list-style-type: none"> <li>• \$220</li> <li>• +\$465 for a Common Sense 2 Motor Board if needed for repair</li> <li>• + Shipping Fee*</li> </ul>	<ul style="list-style-type: none"> <li>• \$140</li> <li>• + Shipping Fee*</li> </ul>	<ul style="list-style-type: none"> <li>• \$130</li> <li>• + Shipping Fee*</li> </ul>	<ul style="list-style-type: none"> <li>• \$130</li> <li>• -\$30 recycle credit</li> </ul>

\*Shipping fees are as follows:

One Fee per shipment, based on number of '*repaired*' or '*no problem found*' boards returning to you:

### UPS Ground (USA ONLY):

1 board:	\$25
2 boards:	\$38
3 boards:	\$50
4 or more boards:	\$62

### UPS Standard (CANADA ONLY):

1 board:	\$40
2 boards:	\$54
3 boards:	\$68
4 or more boards:	\$92

### Other Shipping Method:

We set prices at our discretion.