

Operation - RMA

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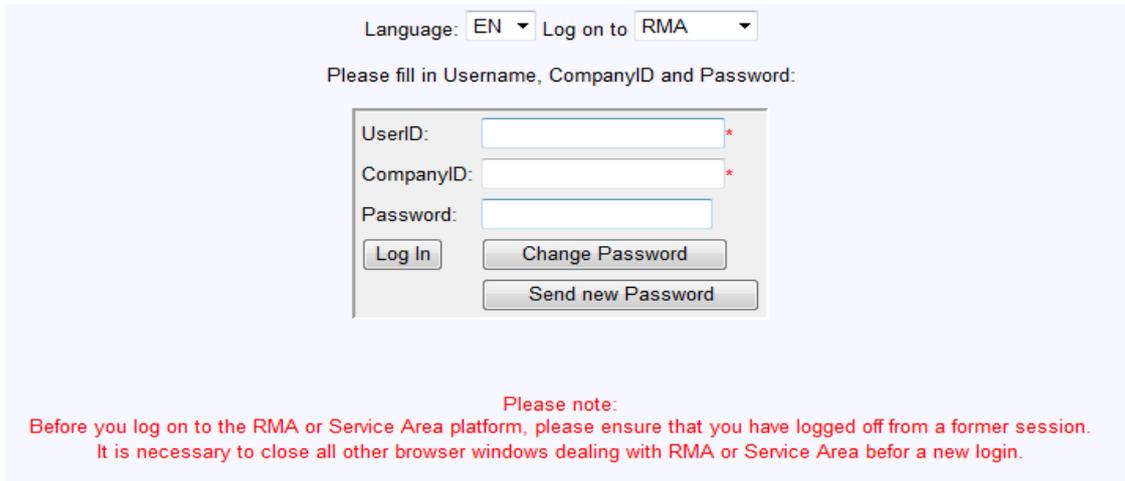
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1. RMA - login

The login screen to the RMA platform can be found at:

<https://service.dallmeier.com/RMALogin.aspx>



Language: EN Log on to RMA

Please fill in Username, CompanyID and Password:

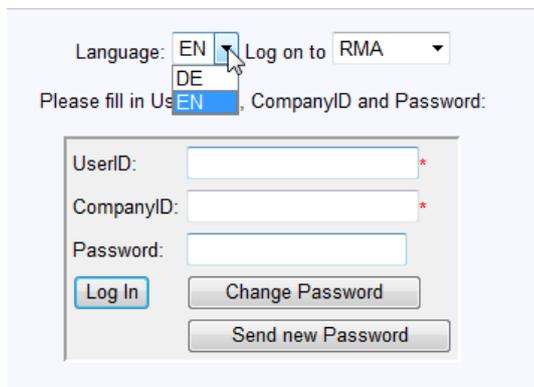
UserID: *

CompanyID: *

Password:

Please note:
Before you log on to the RMA or Service Area platform, please ensure that you have logged off from a former session.
It is necessary to close all other browser windows dealing with RMA or Service Area before a new login.

The language can be chosen before the login:



Language: EN DE Log on to RMA

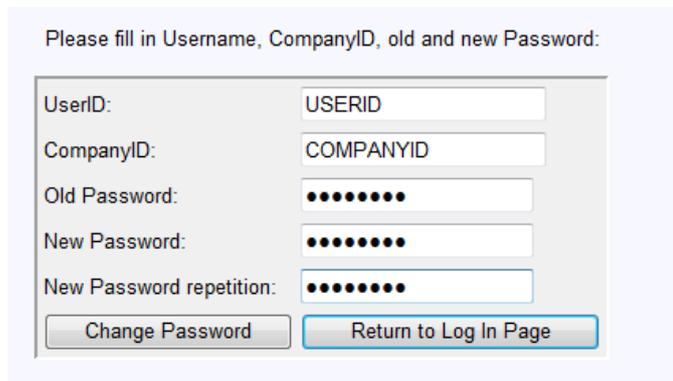
Please fill in Us EN, CompanyID and Password:

UserID: *

CompanyID: *

Password:

You can change your password only when you are logged off.



Please fill in Username, CompanyID, old and new Password:

UserID:

CompanyID:

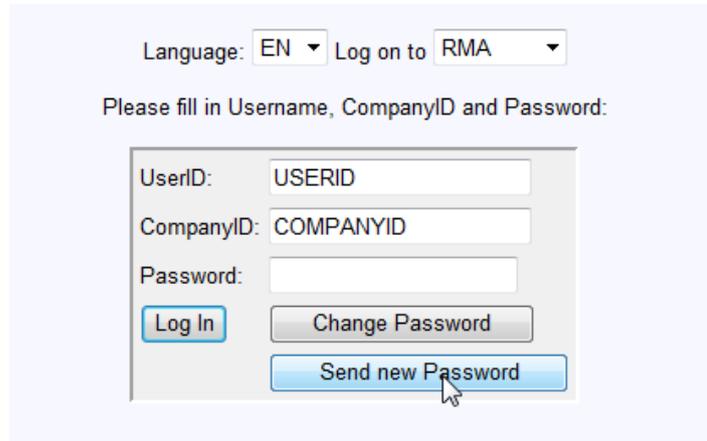
Old Password:

New Password:

New Password repetition:

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In case you don't remember your password, you can always have it reset. Just click on the button 'Send new Password', while your UserID and CompanyID are stated in the concerning fields of the login screen. The new dummy-password will be sent to you by e-Mail.



Language: EN Log on to RMA

Please fill in Username, CompanyID and Password:

UserID: USERID

CompanyID: COMPANYID

Password:

Log In Change Password Send new Password

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2. Choosing and Searching in RMA orders

RMA ORDERS

Show Orders: Open RMA Orders

All

Open RMA Orders

Closed RMA Orders

Search for RMA Order:

Commission for Company (Mandatory):

	RMA Number	Date of Creation	Commission for
Choose RMA	RMA010006282	27.05.2013	...
Choose RMA	RMA010006303	29.05.2013	...
Choose RMA	RMA010006313	30.05.2013	...
Choose RMA	RMA010006322	03.06.2013	...
Choose RMA	RMA010006323	03.06.2013	...
Choose RMA	RMA010006324	03.06.2013	...
Choose RMA	RMA010006340	04.06.2013	...
Choose RMA	RMA010006343	04.06.2013	...
Choose RMA	RMA010006350	05.06.2013	...

1 2

Positions for RMA010006340:

	Position	Itemid	Itemname	Status	Itemtype	Serialid	Approved for sending in
Choose RMA-Position	1	000423	DDF3000AV4-DN SM PAL/NTSC, Tag/Nacht, weiß, klare Kuppel, Aufputzvariante, für IR-Beleuchtung geeignet	Received	DAD45	00008514	<input checked="" type="checkbox"/>
Choose RMA-Position	2	000423	DDF3000AV4-DN SM PAL/NTSC, Tag/Nacht, weiß, klare Kuppel, Aufputzvariante, für IR-Beleuchtung geeignet	Received	DAD45	00008507	<input checked="" type="checkbox"/>
Choose RMA-Position	3	000423	DDF3000AV4-DN SM PAL/NTSC, Tag/Nacht, weiß, klare Kuppel, Aufputzvariante, für IR-Beleuchtung geeignet	Received	DAD45	00010426	<input checked="" type="checkbox"/>

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3. Creating a new RMA order

Please fill in the Company for which you are conducting the new return order (field 'Commission for Company'). Then click on the button 'Create new RMA order'.

RMA ORDERS

Show Orders: Search for RMA Order:

Commission for Company (Mandatory):

Operation - RMA

4. Changing the order's return address

For changing the return address please press the button ,**Change Returnaddress**‘:

RMA ORDERS

Show Orders: Search for RMA Order:

Commission for Company (Mandatory):

	RMA Number	Date of Creation	Commission for
Choose RMA	RMA010004260	29.08.2012	[faded text]

Fill in the return address and press the button ,**Confirm**‘.

	RMA Number	Date of Creation	Commission for
Choose RMA	RMA010004260	29.08.2012	[faded text]

Name: <input type="text" value="[faded text] GmbH"/>	Change to: <input type="text" value="[faded text] GmbH"/>
Street: <input type="text" value="Frau [faded text] [faded text]strasse 6"/>	Change to: <input type="text" value="Frau [faded text] [faded text]strasse 6"/>
Zipcode: <input type="text" value="[faded text]5"/>	Change to: <input type="text" value="[faded text]5"/>
City: <input type="text" value="[faded text]dorf"/>	Change to: <input type="text" value="[faded text]dorf"/>
Country ID: <input type="text" value="D"/>	Change to: <input type="text" value="D"/>
<input type="button" value="Confirm"/>	

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5. Adding serialnumbers to an order

For creating a new position (serialnumber) click on the button 'Add new Serialnumber to RMA Order'.

RMA ORDERS

Show Orders: Open RMA Orders Search for RMA Order: New Search Log Off

Create new RMA Order

Commission for Company (Mandatory):

	RMA Number	Date of Creation	Commission for
Choose RMA	RMA010004260	29.08.2012	Add new Serialnumber to RMA Order

Change Returnaddress **Add new Serialnumber to RMA Order** Send Delivery Note

Positions for RMA010004260:

	Position	Itemid	Itemname	Status	Itemtype	Serialid	Approved for sending in
Choose RMA-Position	1	000118	Ohne HDDs, 16 analoge Videokanäle, 12 fps bei 4CIF, max. 2x 3,5" HDD, 2 HE	Awaiting	DAE3	DAE3-01890	<input type="checkbox"/>

Positions for RMA010004260:

	Position	Itemid	Itemname	Status	Itemtype	Serialid	Approved for sending in
Choose RMA-Position	1	000118	Ohne HDDs, 16 analoge Videokanäle, 12 fps bei 4CIF, max. 2x 3,5" HDD, 2 HE	Awaiting	DAE3	DAE3-01890	<input type="checkbox"/>

Serialnumber to be returned:

Occurence: Frequently

Symptom Area: Recorder

Symptom Code: No VGA output

Description (max. 500):

Date of Purchase (D/M/Y): / /

Months Warranty:

ServicePlus has been purchased for this device during the last 12 months

Add Position Cancel

Legal Notice:
 Complimentary warranty repairs are exclusively carried out within the period agreed upon.
 The computerised calculations of the warranty period rely on the tranfered data of the customer.
 For your assurance you should hold back your return order until your submitted data are confirmed by us.
 You can follow the status of your return order positions on this web page.
 For binding information you may also contact our support. Tel: +49 (0)1805 / 32 55 63

Fill in the '**serialnumber**' (e. g. DAD27-007403) and all other data for your new position. Then click the button '**Add Position**'. This process can be cancelled at any time via the button '**cancel**'.

To any return order you can add several serialnumbers. Just press the button '**Add new Serialnumber to RMA Order**' for each further position you want to add.

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It may occur that you will be asked for choosing a ServicePlus option:

Serialnumber to be returned:

Occurrence:

Symptom Area:

Symptom Code:

Description (max. 500):

Date of Purchase (D/M/Y): / /

Months Warranty:

ServicePlus has been purchased for this device during the last 12 months

Please choose ServicePlus Variant *:

* With ServicePlus, if a device exhibits a fault which is no longer covered by the warranty terms, you can have the repair carried out professionally, fast and economically at fixed prices through the Dallmeier Repair Centre. This not only enables the process to be regulated faster and more efficiently by replacing the most important modules so that it is rendered 'as new' thanks to a complete overhaul, but the recorder then carries warranty of twelve (12) months from receipt of the repaired system. In addition you have the option of having the hard disk capacity upgraded at the same time as the repair takes place and at a fixed price.

Please note:
Please ensure that all data are backed up before sending in the device.

Legal Notice:
Complimentary warranty repairs are exclusively carried out within the period agreed upon.
The computerised calculations of the warranty period rely on the tranfered data of the customer.
For your assurance you should hold back your return order until your submitted data are confirmed by us.
You can follow the status of your return order positions on this web page.
For binding information you may also contact our support. Tel: +49 (0)1805 / 32 55 63

In the Dropdown-Box you will find the several options you can choose from including their prices:

Please choose ServicePlus Variant *:

401 - 0GB - Price: 720,00 Euro

402 - 0GB/DVD-RW - Price: 928,00 Euro

403 - 1x500GB - Price: 950,00 Euro

404 - 1x500GB/DVD-RW - Price: 1.160,00 Euro

405 - 1x1000GB - Price: 1.035,00 Euro

406 - 1x1000GB/DVD-RW - Price: 1.240,00 Euro

409 - 1x2000GB - Price: 1.287,00 Euro

410 - 1x2000GB/DVD-RW - Price: 1.593,00 Euro

411 - 2x2000GB - Price: 1.850,00 Euro

412 - 2x2000GB/DVD-RW - Price: 1.995,00 Euro

417 - 1x2000GB/1x1000GB - Price: 1.599,00 Euro

418 - 1x2000GB/1x1000GB/DVD-RW - Price: 1.805,00 Euro

Finally you confirm your choice by again pressing the button ,Add Position‘:

Please choose ServicePlus Variant *:

406 - 1x1000GB/DVD-RW - Price: 1.240,00 Euro

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6. Further steps after submitting your data

After submitting your data you can always monitor the progress of your return order's positions:

Positions for RMA010005938:							
	Position	Itemid	Itemname	Status	Itemtype	Serialid	Approved for sending in
Choose RMA-Position	1	000337	DF3000AXS [REDACTED] SoftwareTag/Nacht Umschaltungohne Objektiv und Netzteil	Awaiting	DEK2	DEK2-02850	<input type="checkbox"/>
Choose RMA-Position	2	000337	DF3000AXS [REDACTED] SoftwareTag/Nacht Umschaltungohne Objektiv und Netzteil	Awaiting	DEK2	DEK2-02660	<input checked="" type="checkbox"/>

This position has already been approved

Please note:

Please do not send in serialnumbers, which have not been approved by us yet (green checkbox)! As soon there are news concerning your order positions, you will automatically be informed by the Dallmeier service team.

Please do also note the additional information to the several positions. Here you can always review your submitted data. Furthermore information like the return order number or the tracking number is displayed to you:

Positions for RMA010005820:							
	Position	Itemid	Itemname	Status	Itemtype	Serialid	Approved for sending in
Choose RMA-Position	1	000366	DDF3000APV SM PAL/NTSC, Tag, weiß, klare Kuppel, Aufputzvariante	Invoiced	DAD27	00040998	<input checked="" type="checkbox"/>

Additional Information for chosen RMA-Position:

Description of Malfunction: Occurrence: Symptom Area: Symptom Code:

Description:

Submitted Date of Purchase: Submitted Months Warranty:

Confirmed Date of Purchase: Confirmed Months Warranty:

Approved By:

Replacement Order:

Packingslip:

Tracking Number:

At this location you may subsequently be requested to choose a ServicePlus option, in case your submitted date of purchase wasn't equal to the actual date of purchase.

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When you finally send the defective devices to us, please click the button **'Send Delivery Note'**.

A delivery note (for the approved positions only) will be generated, which you have to place in the parcel along with the defective devices. The delivery note will immediately be sent to you by e-mail.

RMA ORDERS

Show Orders: Search for RMA Order:

Commission for Company (Mandatory):

	RMA Number	Date of Creation	Commission for
Choose RMA	RMA010004260	29.08.2012	