

# Return Merchandise Authorization (RMA) Procedure

## Caliper

1. When a caliper is identified as potentially inoperative, a detailed description of the issue is required. An RMA number is assigned to the part and recorded in our tracking system.
2. A shipping ticket is created based on the assigned RMA number.
3. Upon arrival at our facility, the caliper undergoes a visual inspection to assess any potential damage, with photographs taken and documented in our system.
4. If damage is identified, the HydraSafe® Brake Warranty is voided. A detailed damage report is logged, and a notification is sent to the customer explaining our warranty policy, rendering any claims invalid.
5. If a manufacturing defect is identified, a replacement unit is prepared and shipped to the customer.
6. The returned unit is processed through our "Production Process and Procedure: Caliper Assembly" workflow to determine the root cause. Based on the analysis, the unit is either repaired or scrapped.
7. The final disposition of the unit, whether repaired or scrapped, is logged in our internal database for record-keeping purposes.

## Power Unit

1. When a power unit is identified as potentially inoperative, a full description of the issue is required. An RMA number is assigned to the unit and recorded in our tracking system.
2. A shipping ticket is generated based on the allocated RMA number.
3. Upon arrival at our facility, the power unit undergoes a visual inspection to assess any potential damage, with photographs taken and documented in our system.
4. If damage is present, the HydraSafe® Brake Warranty is voided. A detailed damage report is logged, and a notification is sent to the customer explaining our warranty policy, thereby invalidating any claims.
5. If a manufacturing defect is confirmed, a replacement unit is prepared and shipped to the customer.

6. Returned unit is processed through our “Production Process and Procedure: Power Unit Assembly” workflow to diagnose the root cause, and repairs are completed based on the faulty component(s).
7. The repaired unit is logged in our database for internal tracking and record-keeping purposes.
8. Any non-operational parts are logged and returned to the supplier for full credit.

## Plus Model Controller

1. All Plus model controllers are manufactured by Claddagh Electronics Ltd. A direct troubleshooting hotline is available to assist in determining whether a full unit or specific board replacement is necessary.
2. If a manufacturing defect is identified, a replacement controller or specific components are shipped to the customer.
3. Once received by Claddagh Electronics Ltd., a visual inspection is conducted, photographs are documented in their system, and details are forwarded to HydraSafe® Brake.
4. If damage is detected, the HydraSafe® Brake Warranty is voided. A damage report is documented, and a customer notification is issued, clarifying our warranty policy and nullifying any associated claims.