

Repair Packing Instructions

When sending in your equipment for repair, you must pack your equipment well, Improper packaging may lead to serious damage to your equipment. We highly recommend shipping the equipment in its original packaging (box and all foam inserts) if available.

Heavier units such as BX2 and Raid should be packed with particular care. Original packaging will work best; alternately use an extremely durable box. If you are returning a BX2 please remove hard drives and package them separately, just as they were when the equipment was originally received. It is best to place equipment in plastic and bubble wrap to prevent packing material from entering the unit chassis; bubble wrap helps protect unit. ESD protective plastic should be used if available.

Always leave at least 3-4 inches of space between your equipment and the outside of the box. This space should be filled with packing material which will protect the equipment from hard knocks by transportation.

You must receive an RMA# (Return Material Authorization) in advance of shipping equipment back to Dedicated Micros for repair.

You may obtain an RMA# by contacting your local distributor, details of our distribution partners can be found under "where to buy" http://www.dedicatedmicros.com/uk/where_to_buy.php

Be sure to provide the Serial Number off of the equipment itself, and once you have your RMA be sure to mark it on the outside of the shipping box.



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