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| R M A R e p o r t |  | |  | |  |
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|  |  | | **Technosoft bvba (TSS)** | | |
|  |  | |  | | |
|  | **NOTIFY** | | Dikberd 34 Unit 6C | | |
|  |  | | 2200 Herentals | | |
|  | PHONE: +3214211320 | | Belgium | | |
|  |  | |  | | |
|  | ***RMA No*** | **D320RMA2902241** | ***DATE*** | **03-06-2024** | |
|  | YOUR REFERENCE | | ***OUR REFERENCE*** | | |
|  | TREP23018-24003 | | D320RMA2902241 | | |

***RETURNED PRODUCTS***

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| *Pos.* | ***PART NUMBER*** | ***DESCRIPTION OF  GOODS*** | QTY | FAILURE DESCRIPTION | ***FAILURE CODE*** | ***QTY. REPAIRED*** | ***COST***  ***(EUR)*** | ***INVOICED*** |
| 1 | P042.121.E320 | iMOT172B TM-CAN  SN:QM4241, QM4256, | 2 | No defect | TD00 | 2 | 300.00 | 300.00 EUR |
| 2 | P042.131.E120 | iMOT173B XM-CAN  SN:OS1948 | 1 | No defect | TD00 | 1 | 0.00 | 0.00 EUR |

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| ***ACTION REQUESTED*** | - |  |  |
| BY | - | ***TOTAL COST*** | **300.00 EUR** |
| ***COMMENT*** | - | ***TOTAL INVOICED*** | **300.00 EUR** |

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| ***ANALYSIS*** | ***BY*** | DATE |
| The **iMOT172B TM-CAN**, intelligent brushless motors with **SN: QM4241 and QM4256** were tested but no defects were found. The electronic boards were replaced upon customer request, the new SN being SC4780 & SC0477. The units were then tested, passing all the tests. | CC | 21/6/2024 |
| The **iMOT173B XM-CAN**, intelligent brushless motor with **SN: OS1948** was in boot mode due to a crash during firmware programming. The unit was reprogrammed with F508N as requested and then it was tested, passing all the tests. | CC | 21/6/2024 |

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| ***NOTES:*** | An investigation and repair fee in total of 300.00 EUR will be applied for the two units that had the electronic board replaced.  The electronic boards with SN: QM4241 and QM4256 will also be returned since no defects were found.  The unit with SN: OS1948 was investigated and repaired under the warranty conditons. | ***FINISHED BY*** | Daniel Cinipeanu |
| ***DATE*** | 21/6/2024 |
| ***DECISION CODE*** | - |

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| ***FINAL DECISION*** | The drives will be returned to the customer. | ESTABLISHED BY |  |
| **Daniel Cinipeanu** | |
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| **TECHNOSOFT SA, European Sales Office, Avenue des Alpes 20, CH 2000 NEUCHATEL, Switzerland www.technosoftmotion.com** | | | |