



How To Return Hardware

This article describes how to return a Versa Networks Cloud Services Gateway (CSG) appliance for repair or replacement.

Locate the Model and Serial Number

To return a CSG appliance to Versa Networks, you need the model and serial number of the appliance. These numbers are printed on the shipping box and on the unit label located on the bottom of the appliance.

Obtain an Return Material Authorization

If you are returning an appliance to Versa Networks, open a support case with the Versa Networks Customer Support team and obtain a Return Material Authorization (RMA) number.

Before you open a case and request an RMA number, have the following information ready:

- Your existing case number, if any
- Serial and model numbers of the appliance
- Physical location of the appliance
- Your name, organization name, telephone number, fax number, and shipping address
- Failure or problem description with details

To obtain an RMA number:

1. Open a support case with Versa Networks in one of the following ways:
 - Log in to <https://support.versa-networks.com/support/login>.
 - Call toll-free 1-855-226-6217.
2. A customer support representative will validate your case and issue an RMA number for use to use when returning the appliance to Versa Networks.

Repack the Appliance

To return a CSG appliance, repack it in its original packing.

You need the following tools to do this:

https://docs.versa-networks.com/Hardware/Hardware_Maintenance_and_Support/02How_To_Return_Hardware

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- Phillips Number 2 (+) screwdriver
- Original cardboard carton in which you received the appliance

To repack the appliance in its original packing:

1. Shut down the CSG appliance.
2. Disconnect power to the appliance and remove all cables.
3. If the appliance is mounted in a 19-inch rack, unscrew the mounting ears and gently slide the chassis out of the rack.
4. Place the chassis in the plastic packing bag.
5. Secure the chassis in the cardboard carton, placing the side packing foam on both sides of the appliance chassis and the top packing foam over the top.
6. Close the cardboard carton and seal it with packing tape.
7. Write the RMA number on the shipping label or on the outside of the box for tracking purposes.

Additional Information

[Hardware Support Overview](#)