

## Conditions and important notes for fast and smooth service processing

### For optimal results during fine-tuning, we need the following points:

- \_ Free access to the touch controller interface
- \_ If a system is provided (PC / computer unit, etc.), an admin access to the operating system is required
- \_ Assembly and/or disassembly instructions for enclosed devices without external access to the controller interface (if special tools are needed, please provide them as well)
- \_ Correct power supply and polarity must be provided
- \_ The power supply unit used in the project is required (it affects fine-tuning)

### For processing your submission for fine-tuning, a prior assignment of an RMA number is required.

Only by providing you with an RMA number we can guarantee that your return will be processed quickly. This authorises you to send the registered items to our company, but does not automatically give you the right to a credit note or similar. A decision on this can only be made after we have inspected the returned goods.

All goods must be professionally packed and sent in compliance with the ESD guidelines (ESD standard IEC/TS61340-5-1 Electrostatics) and the packaging guidelines DIN EN 22248. Goods that do not comply with the above packaging guidelines must be treated as total failures in accordance with our quality guidelines, as any damage caused cannot be determined.



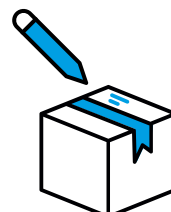
**Step 1**  
**Request RMA number**  
Complete the RMA-Form and send to [rma-service@hy-line.de](mailto:rma-service@hy-line.de) and request the RMA-No.



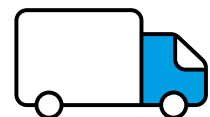
**Step 2**  
**HY-LINE reviews your request.**  
HY-LINE checks the feasibility of your fine-tuning.



**Step 3**  
**Receive RMA Number**  
You will receive an RMA number from us, as well as, if applicable, a cost estimate including a return address.



**Step 4**  
**Transport Packaging**  
Prepare the shipment: include the unit's power supply and any necessary accessories. Clearly mark the RMA number prominently on the transport packaging.



**Step 5**  
**Parcel delivery**  
Send the package to the address given to you. Transport costs need to pay by customer.

### Necessary information when sending in a product for fine-tuning

Company	Customer-No.
Place	Invoice-No./Date
Contact/Commercial	Contact/Technical
Phone:	Phone
eMail	eMail

Requirements	Product information	Mark the tail exit
HY-LINE Part-No.		
Serial no. of the touch sensor		
Thickness of cover glass		
Field of application		
Touch controller interface (I2C, USB, RS232)		
EMC stability (IEC61000-4-3(RS) IEC61000-4-6 (CS))		



Top view in use

Date

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By submitting the RMA-Form, the conditions of the return procedure have been acknowledged and accepted.