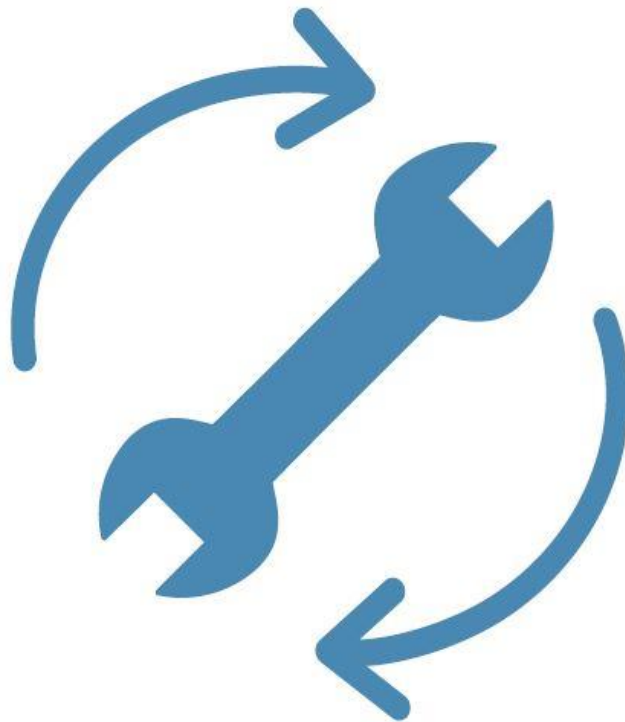


# Customer Information RMA Processing



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## 1 General repair conditions

1. By sending in LinMot / MagSpring products, the sender accepts to pay the flat rate for testing (see chapter 1.1), shipping costs and these general repair conditions.
2. These general repair conditions are subject to change at any time!
3. Within the RMA, the configuration of a sent in drive is reset to factory settings. The customer is responsible for backing up his configuration.
4. Within the scope of the RMA, the firmware of a sent in drive can be updated to the current firmware.
5. Components whose degree of contamination prevents a fundamental check are cleaned for a fee.
6. Components declared as "not cleaned" according to the decontamination declaration after a contamination are not processed (see chapter 1.2)!
7. components which may still contain residual contamination according to the decontamination declaration will not be processed (see chapter 1.3)!
8. Customer-specific modules are not tested! Only single LinMot / MagSpring components are examined by the RMA! LinMot / MagSpring components, which are still assembled in customer's own assemblies, will not be checked and returned with costs!
9. The return shipment of material is always at the sender's expense.
10. Unfree returns cannot be accepted!
11. Material without RMA number or in case of missing or unsigned declaration of contamination cannot be processed! NTI AG reserves the right to return such consignments unprocessed at the expense of the sender.
12. Depending on the material to be tested and the results, additional tests with costs may be necessary.
13. Cost estimates are generally not prepared in advance. After checking the material and the associated result, an error-related repair offer is prepared. The customer must release this offer for further processing. Repairs will only be carried out after written approval by the customer.
14. The processing time of an RMA is based on the effort of troubleshooting and the decision time of the customer for repair release. After receipt of the goods to be inspected at the Spreitenbach location, the goods will normally be inspected and a repair quotation will be issued within 5 days. After receipt of the written repair order, the repair is usually completed within 5 days. The goods will then be dispatched. The total lead time cannot be guaranteed, as various aspects can have an influence! The minimum lead time until error analysis for customers from Germany is 10 working days.
15. If repair offers are not answered within 4 weeks, LinMot reserves the right to dispose of the material. Any costs incurred will be invoiced. There is no claim for compensation in case of disposal due to delayed response.
16. Components that have been identified as defective and marked by the customer for disposal will be disposed of immediately upon completion of the RMA. A later return is no longer possible.
17. If a replacement order is requested due to urgency, the RMA number must be included in the replacement order.  
In the case of a warranty exchange, no further charge will be made.  
However, if the product is not defective, reworkable or repairable under warranty, no credit will be given. There is no right to take back the returned, claimed article!

### 1.1 Test flat rates

For each repair item (RMA-Position) inspection costs of 25...60 Chf / USD or 20...50 Euro will be charged.

If the total inspection costs are less than 60 Chf / USD or 50 Euro, a flat-rate repair processing fee of 60 Chf / USD or 50 Euro will be charged.

Prices are subject to change at any time!

## 1.2 Contaminations

In order to protect our employees and our operating resources, we require some information on the area of application of returned parts. This declaration is mandatory and may only be completed and signed by authorized personnel.












LinMot will only carry out an inspection and fault analysis of the returned product if the details of the contamination declaration have been signed.

Otherwise we expressly reserve the right to reject the shipment.

After filling out the RMA form at [www.linmot.com/support/](http://www.linmot.com/support/) you will receive your return delivery note with the contaminations you have indicated. The decontamination declaration is also included on the return delivery note for signature.

Have these signed by the service personnel and attach the complete delivery note to the shipment!

NTI AG defines the following contaminations that may have affected the components to be sent in:

	Irritating	Substances and preparations are considered irritant if, without being corrosive, they can cause inflammation in brief, prolonged or repeated contact with the skin or mucous membrane.
	Toxic	Substances and preparations are considered toxic if contact with these substances results in poisoning or even death.
	Dangerous to the environment	In chemicals and traffic law, substances or preparations are regarded as dangerous for the environment if they themselves or their transformation products are capable of changing the nature of the natural balance, water, soil or air, climate, animals, plants or microorganisms in such a way that dangers for the environment can be caused immediately or later.
	Oxidizing	Oxidizing substances support combustion, but are not flammable themselves. Their effect and danger is based on the fact that they provide the oxygen necessary for burns and continue to maintain combustion even when no atmospheric oxygen is present.
	Radioactive	In radiation protection, contamination is the contamination of persons, solids, liquids or gases with radioactive substances. These substances can cause biological damage through the ionising radiation emitted.
	Harmful	Substances which are harmful to health are labelled with the hazard designation if they are swallowed, inhaled or ingested through the skin and can cause acute or chronic damage to human health.
	Corrosive	Corrosive substances are substances that have an etching effect, i.e. destroy living tissue or attack surfaces. Corrosive substances include stronger acids and bases as well as compounds that react strongly alkaline or acidic with water. Oxidizing and dehydrating substances can also be corrosive. Corrosive substances can be organic or inorganic, solid, liquid or gaseous.
	Flammable	Substances and preparations are considered flammable or flammable if they have a low flashpoint.
	Explosive	Unstable explosive substances, mixtures and products containing explosive(s), self-reactive substances and mixtures, organic peroxides
	Biohazard	Objects marked with the symbol pose a hazard to humans and the environment caused by biological substances or organisms. Examples include medical waste, biological samples contaminated with microorganisms, viruses, toxins from biological sources, etc. which are pathogenic to humans, animals or plants and therefore pose a potential hazard.
	No contamination	There is no danger from the product, the product has not been brought into contact with any dangerous substances.

The cleaning agents and lubricants specified / prescribed by NTI AG LinMot / MagSpring in the respective installation guides are not to be regarded as possible contamination (LU02, LU06, LU07).

Based on the contamination, the respective article must be cleaned / decontaminated according to the state of the art.

It is therefore necessary that the cleaning / decontamination is confirmed on the return delivery note by signature, otherwise no processing will take place!

### 1.3 Remaining contamination

If components consisting of LinMot components, e.g. linear motor in linear guide in assembled condition are to be sent in, it must be ensured in case of contamination that all areas inaccessible due to assembly are also cleaned and decontaminated.

Recommendation: Send in all components in dismantled and thus easy to decontaminate condition.

## 2 Information on the procedure of an RMA

After you have requested your return delivery note via the website, send your material to the address indicated on the return delivery note and enclose the return delivery note with the signed declaration of decontamination with the shipment.

Upon receipt of your return, you will receive an acknowledgement of receipt by e-mail.

From this point on, your return is being processed and will be checked for function in the first step.

Depending on the result and error description on your part, a repair offer will then be prepared or, if necessary, queries will be made via technical support.

You will then receive the repair offer by e-mail.

You must select the procedure for each repair item: Repair, disposal, return (repair as offered, professional disposal, or unprocessed return).

After we have received your feedback about the repair offer, further processing is carried out according to your specifications.

## 3 Procedure for returning material

- Request a return by filling out the form on the website completely
- Wait for the return delivery note sent to you by LinMot
- Sign the decontamination declaration on the return delivery note!
- Send the goods to the address indicated on the return delivery note. For direct shipment, please enclose the necessary customs documents!
- The return shipment is always at the sender's expense!
- Pack the articles exclusively in their original packaging to avoid transport damage!
- The risk of transport damage due to incorrect packaging is borne by the sender!
- Returns are always made at the sender's expense and risk.

## 4 Questions about the RMA

If you have any questions about the RMA, please contact [Support@Linmot.com](mailto:Support@Linmot.com) directly, stating the RMA number.

## 5 Reasons for return

NTI AG defines the return reasons listed below, which can be specified in the RMA request. Please observe the conditions listed in each case!

### 5.1 Repair

In the RMA form, select the return reason "Repair" for the item entered.

It is essential that you enter as exact a description of the error as possible in the line provided on the form (several lines are possible)!

Specify a contact person for technical queries!

You will then receive a return delivery note. Proceed as described in chapter 3 with your return.

### 5.2 Complaints

In the RMA form, select the return reason "Complaint" for the item entered. Please state the reason for the complaint (several lines are possible)!

Specify a contact person for technical queries !

You will then receive a return delivery note. Proceed as described in chapter 3 with your return.

### 5.3 You have ordered an article incorrectly

In the RMA form, select the return reason "Incorrect order for the item entered. You will then receive a return delivery note with which you return the wrongly ordered goods. Proceed as described in chapter 3 with your return.

A settlement is made according to the overview "5.5 Conditions for the return of incorrectly ordered articles"!

Order the correct item you need and indicate the RMA number you received for the return when ordering.

Excluded from the return are customer-specific articles, such as special cables or customer-specific articles.

Returns in case of wrong order are only possible via RMA form within 10 days after receipt of the goods!

The goods must be returned within 30 days after receipt of the return delivery note!

Please note the additional conditions on the following pages!

### 5.4 Incorrect delivery by NTI AG

In the RMA form, select the return reason "incorrect delivery" for the item entered.

You will then receive a return delivery note with which you return the incorrectly delivered goods. The correct goods will be shipped directly to you.

### 5.5 Conditions for the return of incorrectly ordered articles

Unopened in its original packaging:

Returns must be made within 30 days after delivery.

100% credit memo

Cost: 60 CHF restocking fee per shipment.

No exchange after 30 days!

Original packaging, opened, as new without traces of use:

Returns must be made within 30 days after delivery.

Credit 100% cost 60 CHF processing per shipment.

Additional inspection of the respective individual articles according to the flat rate inspection fee.

No exchange after 30 days!

Material with signs of wear:

In principle, material with traces of use will not be taken back or credited.

The same applies if material sent back for replacement shows traces of use contrary to expectations.

### 5.6 Definition «Signs of wear»

An article is basically without signs of wear if it optically corresponds to a newly unpacked article.

That means:

- No scratches, scrapes or dents on the entire housing or product
- No cuts, crushing, contamination of cable material

- No damage, tool marks or dirt on connectors or screw-type connectors
- The product shows no impurities or first signs of use
- Original product label is not damaged / modified / removed
- Cardboard is undamaged and not soiled

## 6 FAQ

### 6.1 Why do I have to register an entry?

By registering, the testing and repair process is less time-consuming and saves queries about your submission. The repair department is already informed in advance about the goods, condition and defect pattern and can quickly carry out an error analysis.

### 6.2 Why is a decontamination declaration necessary?

In order to protect our employees and our operating resources, it is necessary that the material sent in is harmless. Since we do not know the area of application in your company, we are dependent on your information and must therefore insist on this information.

### 6.3 Why is an exact error description necessary?

The device testers perform a standard test of the hardware and interfaces. Depending on the problem, the actual error may not be detected because, for example, the temperature, vibration or other aspects are missing to reproduce the error at the time of the test. If there is an error description on your part and the test result does not show an error, further tests are performed to locate the error. Without error description we assume that only one check is required.

### 6.4 Why should I reply to the RMA report / offer?

We want to give you maximum flexibility in your repair decision. Therefore, you will receive a repair report, on which you mark the further procedure and inform us for further processing. For example, a cable is not repairable, it is defective at one end. Since it becomes shorter when the defective piece is removed, repair is not possible. You would still like to use the shorter piece for another axle / other machine with shorter cable. Then you can just have it sent back. Since we cannot provide unlimited storage capacity for repaired goods, we have to dispose of the material after 4 weeks without your feedback.

### 6.5 Where can I find the data for the article and the article number?

Generally, all LinMot products come with a silver label or laser-cut product information.

You will find there

- Article (red mark)
- article number (green marking)
- serial number (blue mark)



## 6.6 How do I identify a slider?



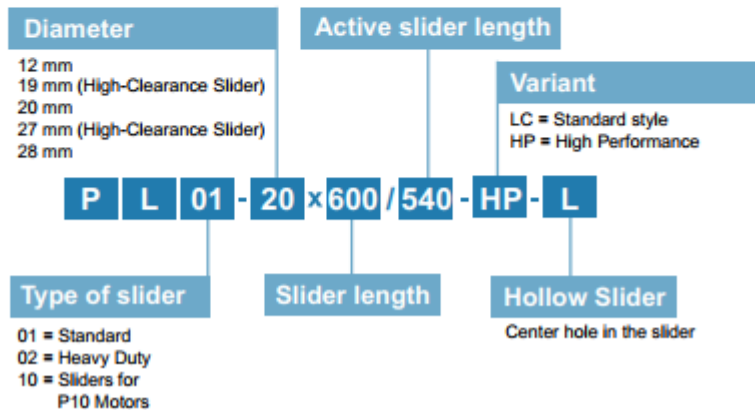
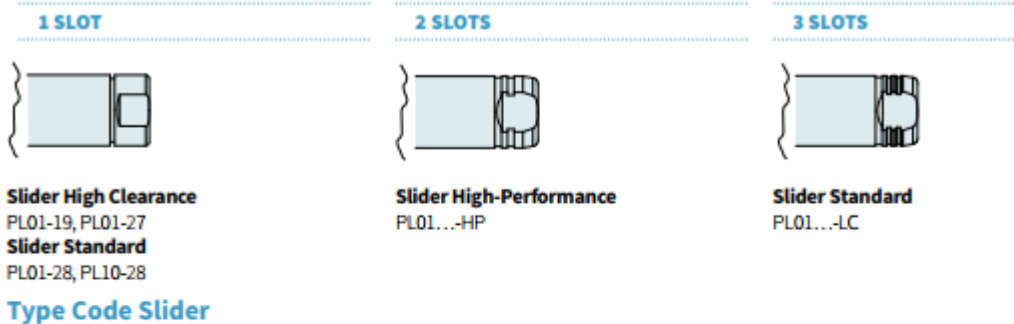
**Attention:**

Sliders are strongly magnetic!  
Never place near other sliders or metallic objects!

To identify a slider, the diameter, length, number of grooves or groove on tail and the surface color is needed.

- Runner with one groove: standard
- Runner with two grooves: High Performance (HP)
- Runner with three grooves: LC runner
- Runner with partial groove on tail and diameter 28mm: slider for P10 stators
- Surface dark gray coated: PL02 (Heavy Duty)

The article is then composed according to the following key:

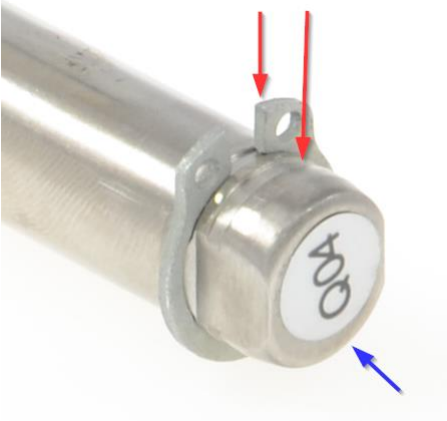


### Heavy-Duty Sliders

PL02 heavy-duty sliders have a special hardcoated surface, with a microhardness of 1000 HV 0.05. The shape and mechanical dimensions are identical to the PL01 version.







The red arrows point to 2 grooves -> HP slider.

As delivered, there is always a circlip in one groove.

On the slider side opposite the blue arrow a serial number is lasered.

You can use the article to search for the article number in the search field of [shop.linmot.com](https://shop.linmot.com). In case of doubt please contact support. [linmot.com/de/support/](https://linmot.com/de/support/)

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