Calibration and Repair Service Request Instructions
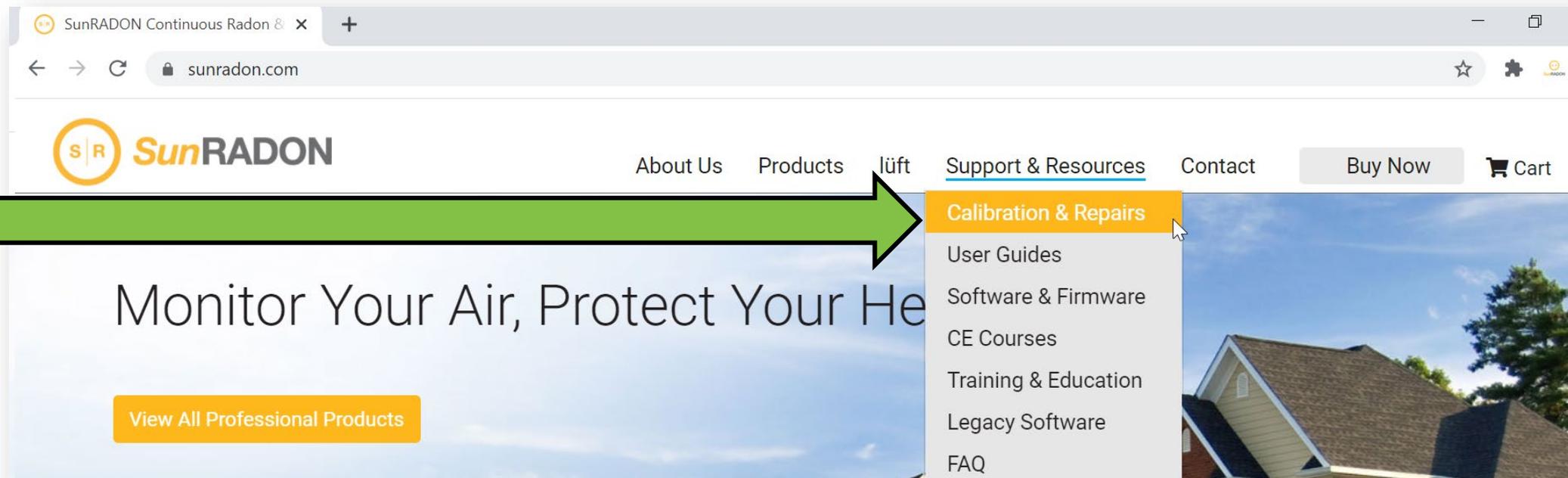
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Resources & Support > Calibration & Repairs

To Request an RMA, visit our Online RMA Portal:

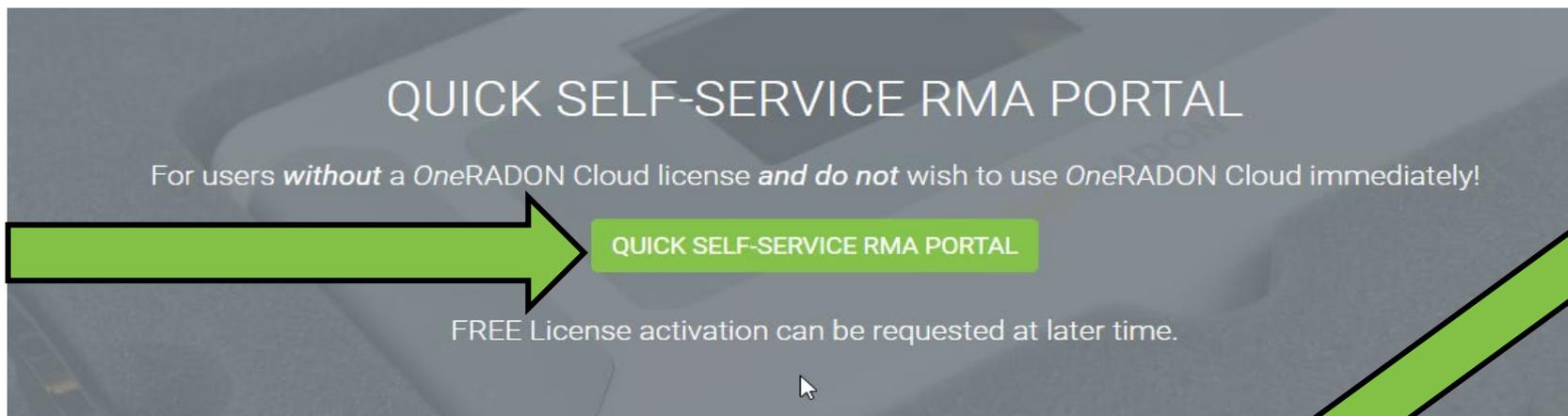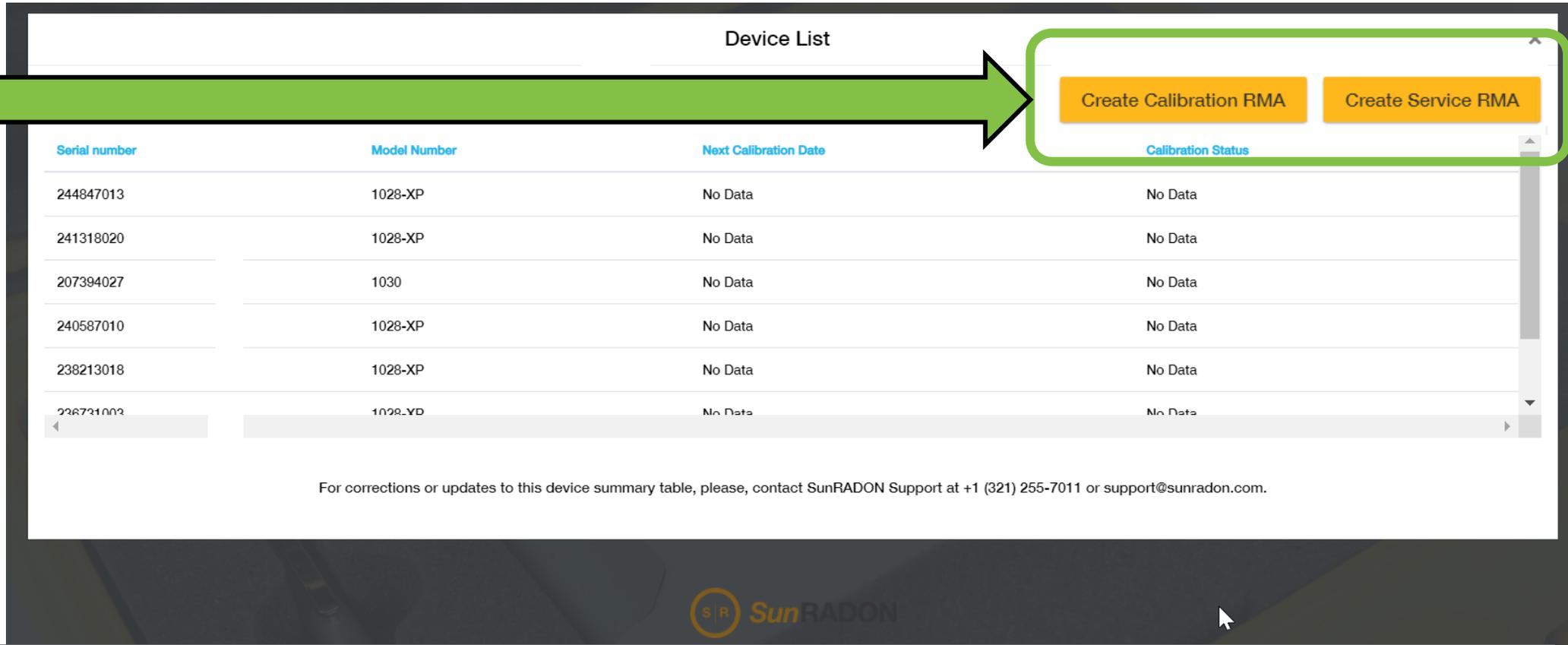sunradon.com > Resources & Support > Calibration & Repairs
https://sunradon.com/resources-support#calibration

Quick Self-Service RMA Portal

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1. Scroll to Select QUICK SELF-SERVICE RMA PORTAL (Green Button)

QUICK SELF-SERVICE RMA PORTAL

For users *without* a OneRADON Cloud license *and do not* wish to use *OneRADON* Cloud immediately!

QUICK SELF-SERVICE RMA PORTAL

FREE License activation can be requested at later time.

Please, enter e-mail on file with SunRADON

Email

Create

Cancel

If you need assistance locating your e-mail on file which is associated with your Radon monitors, please, contact SunRADON Support at +1 (321) 255-7011 or support@sunradon.com.

2. Enter the email we have on file for your account.
Then click "Create."

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Device List

3. Choose "Create Calibration RMA" –or– "Create Service RMA" for Repairs.

Please note that Service (Repair) and Calibration RMAs cannot be combined.

Select Device – Create Calibration RMA

4a. Select at least <u>**one**</u> up to **FIVE** serial numbers per RMA Request.

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Select Device – Create Service RMA

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Create Service RMA

4b. If you selected option "**Create Service RMA**," complete Service Description for each serial number.

Then Choose "Continue."

Select Device

Service Description

...ase, provide a detailed description of the observed failure or repair service requested for each unit.

RMA Request

Serial Num...	Service Description
244847013	Needs repair on _____
207394027	(Fill in what needs to be repaired)
240587010	(Fill in what needs to be repaired)

$387.00
Total Amount
Total Devices: 3

Proceed   Cancel

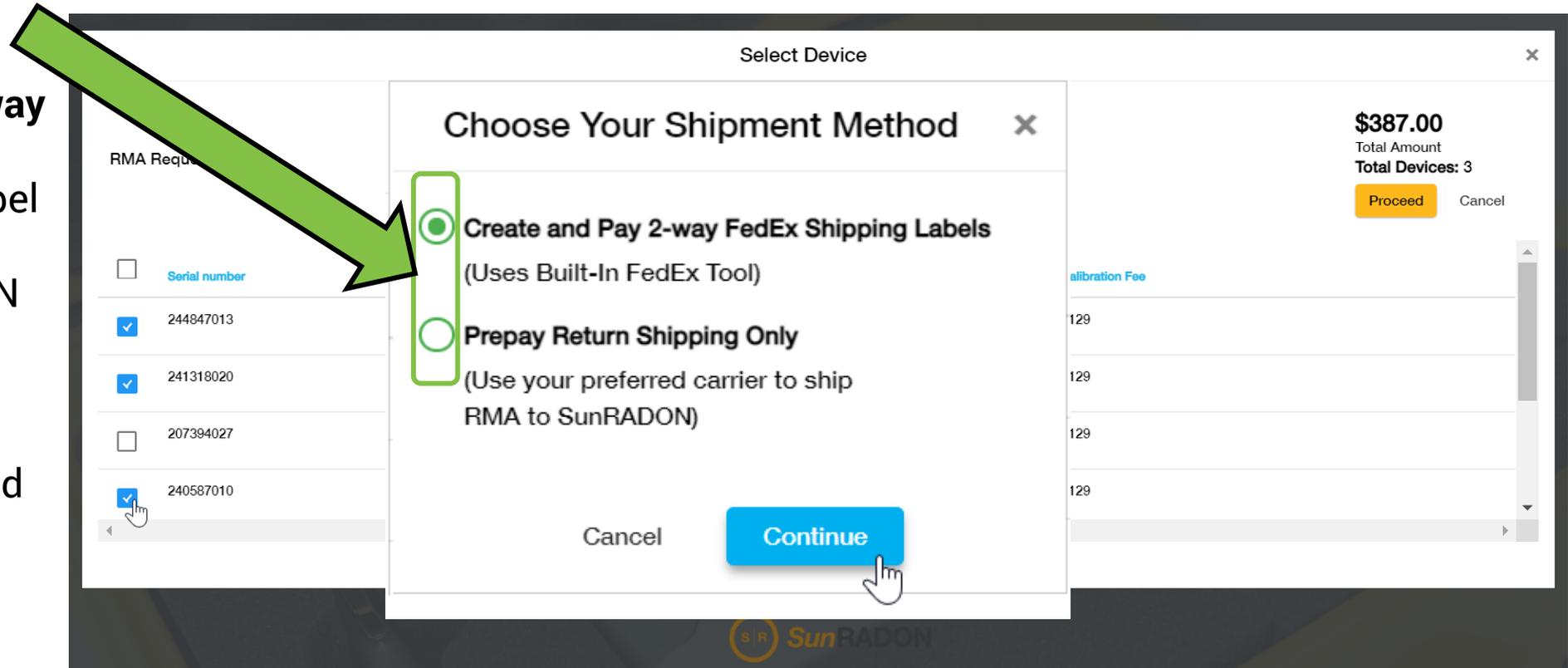|	Serial number
☑	244847013
☐	241318020
☑	207394027
☑	240587010

Continue

Choose Your Shipment Method

Select a Shipping Method and Choose "Continue."

5a. Create and Pay 2-way FedEx Shipping Labels provides a printable label To <u>and</u> From both your address and *Sun*RADON address

5b. Prepay Return Shipping Only is prepaid to ship back from *Sun*RADON to your address

Create and Pay 2-way FedEx Shipping Labels

5a. Complete the FedEx address section for proper shipping.

Choose Shipment Date

Check here if you wish us to use your shipping box & materials

Fill in approximate Package dimensions, then click GET RATE

Review for accuracy, then select PAY

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Prepay Return Shipping Only

5b. Review shipping address and edit if necessary, then select "Pay."

6. After payment confirmation screen appears, print form* and put in shipping box.

*If you do not see form, it may be due to a pop-up blocker. Please note you will also receive confirmation via email and can print form from the email.

Prepay Return Shipping

Payment Type: Service RMA

$211.00
Total Amount
Shipping Charge : $12
Service Charge for 1 Device(s): $70
Base License Charge for 1 Device(s): $129.00

Card Number
`0000 0000 0000 0000`

Expiry Date
`MM / YY`

CVV
`Security Code`

Billing address

First Name
`First Name`

Last Name
`Last Name`

Address
`Address`

State
`State`

City

Zipcode
`Zip`

Provide Details of Shipment to SunRADON

Tracking number
`Tracking Number`

Carrier Name
`Carrier Name`

Reuse Shipping Box & Material ☐

Promo code
`Promo code`

Apply

Back   Pay

Thank You for Partnering with Us

Still have questions? Contact Us

support@sunradon.com

321-255-7011

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