



SunRADON

Calibration and Repair Service Request Instructions



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sunradon.com



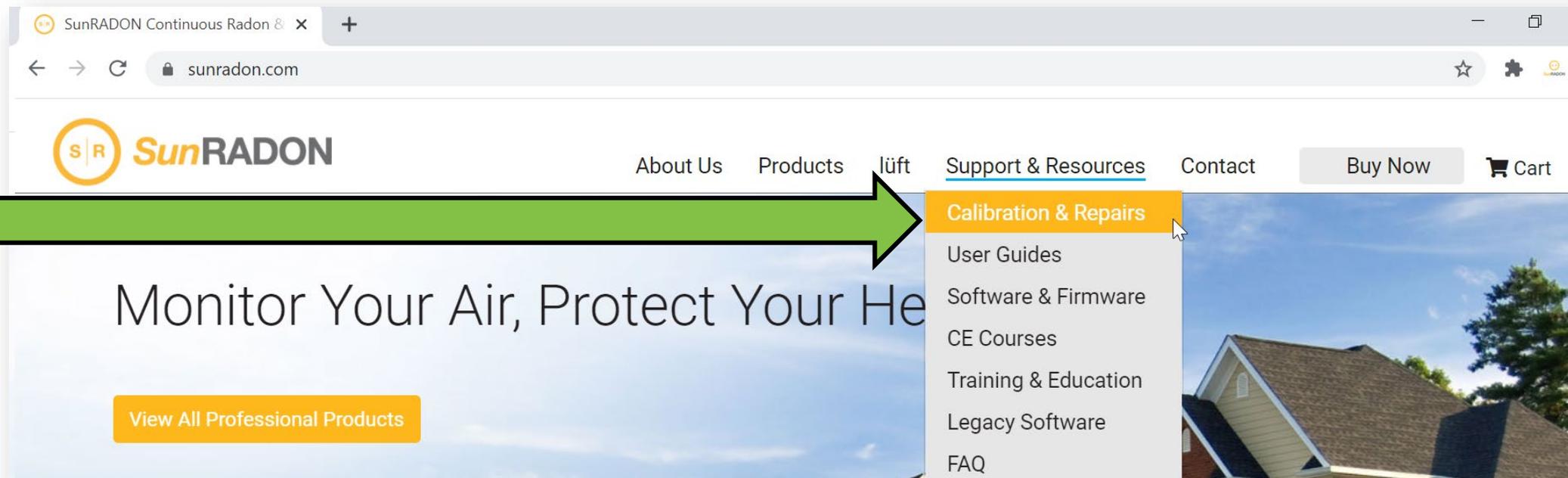
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Resources & Support > Calibration & Repairs

To Request an RMA, visit our Online RMA Portal:

sunradon.com > Resources & Support > Calibration & Repairs

<https://sunradon.com/resources-support#calibration>

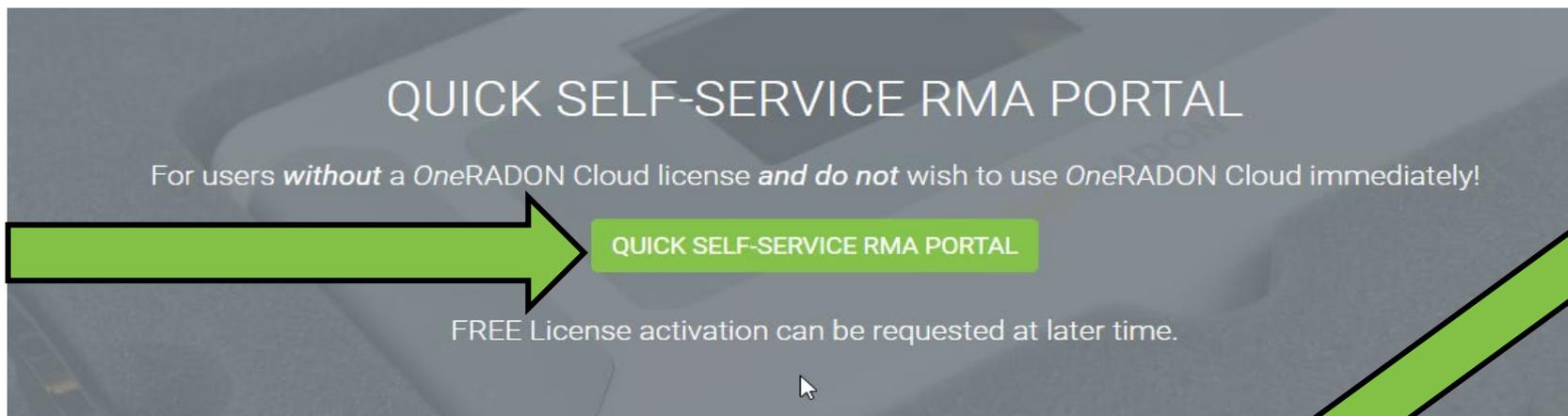




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Quick Self-Service RMA Portal

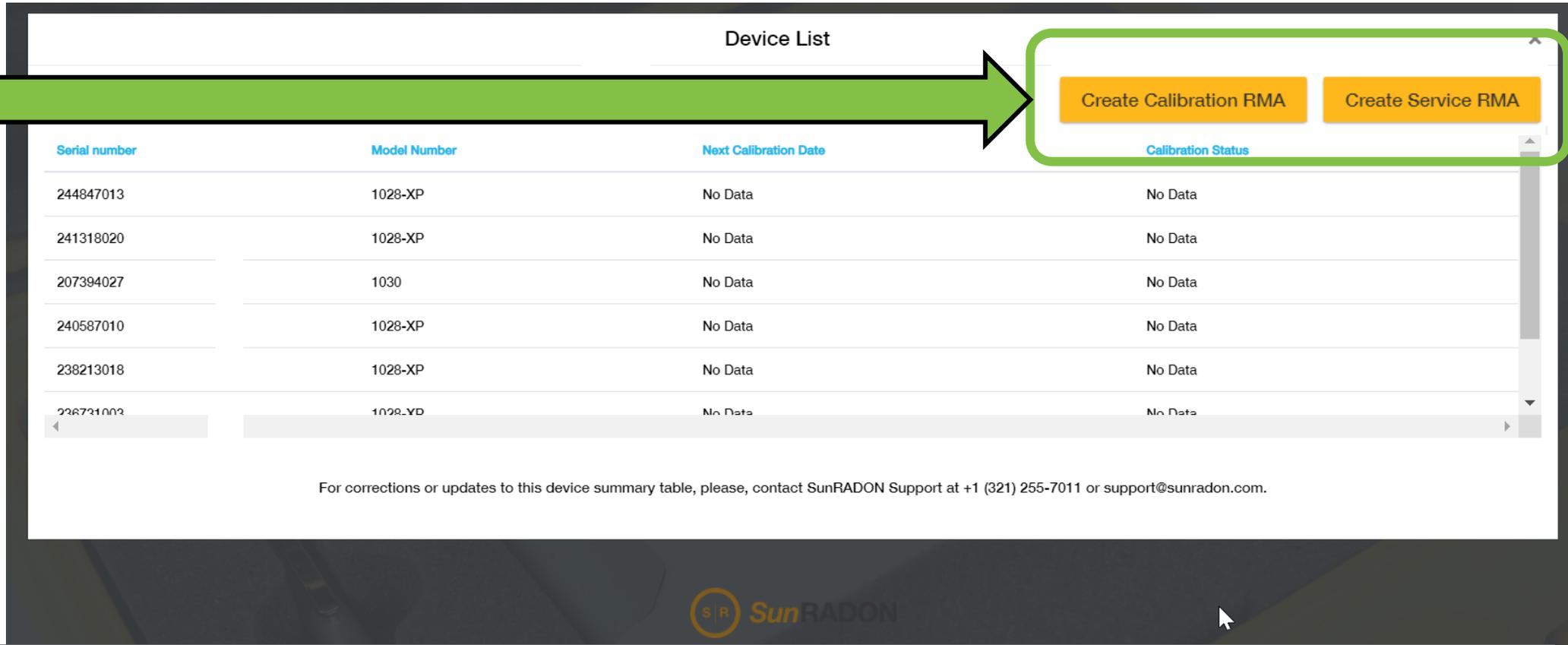
1. Scroll to Select QUICK SELF-SERVICE RMA PORTAL (Green Button)



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

3. Choose “Create Calibration RMA” –or– “Create Service RMA” for Repairs.

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



Serial number	Model Number	Next Calibration Date	Calibration Status
244847013	1028-XP	No Data	No Data
241318020	1028-XP	No Data	No Data
207394027	1030	No Data	No Data
240587010	1028-XP	No Data	No Data
238213018	1028-XP	No Data	No Data
238731003	1028-YD	No Data	No Data

For corrections or updates to this device summary table, please, contact SunRADON Support at +1 (321) 255-7011 or support@sunradon.com.



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Select Device – Create Calibration RMA

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

The screenshot shows a 'Select Device' window with a table of devices. A green box highlights the selection column, and a green arrow points to the 'Proceed' button.

Serial number	Model Number	Calibration Fee
<input checked="" type="checkbox"/> 244847013	1028-XP	\$129
<input checked="" type="checkbox"/> 241318020	1028-XP	\$129
<input type="checkbox"/> 207394027	1030	\$129
<input checked="" type="checkbox"/> 240587010	1028-XP	\$129

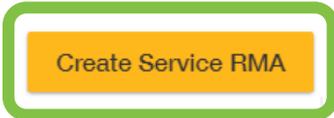
\$387.00
Total Amount
Total Devices: 3
Proceed Cancel



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Select Device – Create Service RMA

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



Then Choose **“Continue.”**

The screenshot shows a 'Select Device' window with a 'Service Description' sub-window. The 'Service Description' window contains a table with columns for 'Serial Number' and 'Service Description'. A green arrow points from the text 'complete Service Description for each serial number' to the first row of the table. Another green arrow points from the text 'Then Choose “Continue.”' to the 'Continue' button at the bottom right of the 'Service Description' window.

Serial Number	Service Description
<input type="checkbox"/> 244847013	Needs repair on _____
<input checked="" type="checkbox"/> 244847013	(Fill in what needs to be repaired)
<input type="checkbox"/> 241318020	(Fill in what needs to be repaired)
<input checked="" type="checkbox"/> 207394027	(Fill in what needs to be repaired)
<input checked="" type="checkbox"/> 240587010	(Fill in what needs to be repaired)

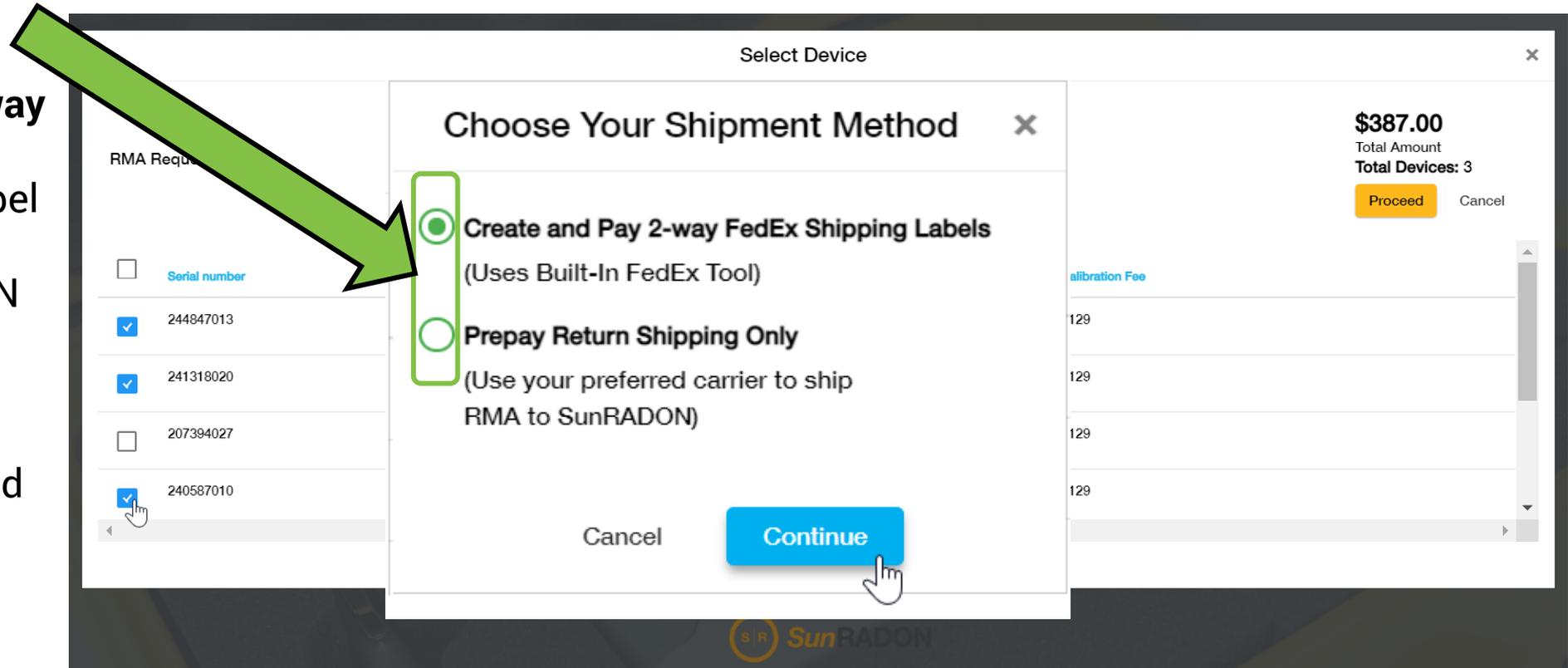
Continue

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 and From both your address and SunRADON address

5b. Prepay Return Shipping Only is prepaid to ship back from SunRADON to your address



Create and Pay 2-way FedEx Shipping Labels



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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

The screenshot shows the SunRADON shipping label creation interface. It includes a 'Shipment Date' field with a calendar pop-up for February 2021, a 'Reuse Shipping Box & Material' checkbox, and fields for 'Serial Number', 'Unit Type', 'Package Weight', 'Length', 'Width', 'Height', and 'Units'. A 'Get Rate' button is highlighted with a green box. Below this, there is a 'FedEx Payment Confirmation' table with a 'Pay' button also highlighted with a green box.

Serial Number	Unit Type	Package Weight	Length	Width	Height	Units	Amount
244847013, 241318020, 207394027, 240587010, 208213018	LB	7	12	12	12	IN	\$22.40

Prepay Return Shipping Only



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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	Expiry Date	CWV
<input type="text" value="0000 0000 0000 0000"/>	<input type="text" value="MM / YY"/>	<input type="text" value="Security Code"/>

Billing address

First Name	Last Name
<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>
Address	State
<input type="text" value="Address"/>	<input type="text" value="State"/>
City	Zipcode
<input type="text"/>	<input type="text" value="Zip"/>

Provide Details of Shipment to SunRADON

Tracking number	Carrier Name
<input type="text" value="Tracking Number"/>	<input type="text" value="Carrier Name"/>

Reuse Shipping Box & Material

Promo code



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Thank You for Partnering with Us

Still have questions? Contact Us

support@sunradon.com

321-255-7011



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