

# Technical Assistance Center Support and Return Material Authorization (RMA) Requests for Bay Systems

Bay Microsystems' Technical Assistance Center (TAC) provides customer access to Bay's support engineers via phone in support of product-related questions, troubleshooting assistance, RMA requests, and diagnostic procedures to solve your network issues.

## Replacement Request Process

- Customer will first diagnose and attempt to isolate the fault and accurately identify the suspected fault as a Bay system issue before contacting Bay's Technical Assistance Center (TAC).
- Customer should be prepared to provide the following information prior to calling TAC:
  1. Company name and complete ship-to address
  2. Requestor's full name, phone number, and email address
  3. Maintained product name and serial number
  4. Description of fault or issue
  5. Bay assigned service agreement or purchase order number if known
- To contact Bay's Technical Assistance Center (TAC), please call (301) 944-8198 (U.S. & International) or (866) 755-0267 (U.S. Toll Free) to speak to a customer support representative.

## Return Shipping Procedure

Should Bay's TAC determine any product(s) needs repairing, an RMA will be issued to return the equipment. The customer will then need to ship those items to the following address:

Bay Microsystems, Inc.  
Attn: RMA Department  
20251 Century Blvd., Suite 250  
Germantown, MD 20874  
Phone: (301) 944-8198

If your support program includes Advanced Warranty Replacement (AWR) and it's determined that any of your equipment is faulty, Bay will ship an advance replacement by the next business day. Customer will still be responsible for returning the defective equipment as outlined above to Bay once the replacement items have been received.

## Packaging and Handling

Customer is responsible for providing adequate packing material to protect against a reasonable risk of damage that would normally occur during shipping by common carrier.

Customer will handle electrostatic discharge ("ESD") sensitive material in an appropriate manner including the use of ESD protective packaging.

Be sure to include the RMA number on each box returned to Bay Microsystems.

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### Notes

If your support level includes Advance Warranty Replacement (AWR) service, Bay will ship to Customer's site or to a Customer specified site suitable for customer's clearance processing by the next business day\* in accordance with INCOTERMS 2010 Ex Works.

If customer fails to return the reported defective maintained product to Bay within 14 days as specified, customer agrees to pay Bay the published list price for the AWR.

*\*AWR exchange turn-around times are contingent on available stock and Return Material Authorization (RMA) requests must be made by 3:00PM EST to ensure next business day shipment.*

### Support Contacts

If you have technical or support questions regarding your Bay systems, please contact:

#### Technical Assistance Center

Tel: (866) 755-0267 for U.S. Toll Free or  
(301) 944-8198 for U.S. & International

Fax: (301) 944-8150

Email: [support@baymicrosystems.com](mailto:support@baymicrosystems.com)



#### Corporate Headquarters

2055 Gateway Place, Suite 650, San Jose, CA 95110  
Tel 408 437 0400 | Fax 408 437 0410  
[info@baymicrosystems.com](mailto:info@baymicrosystems.com) | [www.baymicrosystems.com](http://www.baymicrosystems.com)

#### Contacts

For additional information or sales inquiries please contact:  
**[sales@baymicrosystems.com](mailto:sales@baymicrosystems.com)**

Some features listed in the specifications may be under development.

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