

# Return Material Authorization (RMA) Guide for Customers

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Revision 5

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## 1 Purpose

This document provides information to assist Infinera Customers in requesting Return Material Authorization for Infinera hardware products.

## 2 Definitions

The following abbreviations are used in this document:

<b>DOA</b>	Dead on Arrival
<b>ESD</b>	Electrostatic Discharge
<b>FRU</b>	Field Replaceable Unit
<b>HRR</b>	Hardware Replacement Request Hardware Replacement Request cases are created in the Infinera Customer Portal to fulfill Customer requests for defective hardware replacement.
<b>NBD</b>	Next Business Day
<b>RMA</b>	Return Material Authorization Authorization from Infinera to proceed with hardware replacement. Return Material Authorization is managed through a Hardware Replacement Request (HRR).
<b>SPMS</b>	Spare Parts Management Service, the optional Infinera service offer that provides advance replacement for defective hardware
<b>TSR</b>	Technical Support Request

## **3 Reasons for Requesting Return Material Authorization**

### **3.1 Failure during Initial Turn-up**

Failure during initial turn-up is classified as a Dead on Arrival (DOA). This type of RMA occurs when a Customer-received new module fails within sixty (60) days of shipment. DOA RMAs are eligible for replacement with a newly manufactured module, shipped to the Customer the NBD after Infinera authorization of the DOA HRR. You can request a DOA RMA through the Infinera Customer Portal or by contacting the Infinera Call Center. See the section titled “Requesting an RMA” later in this guide.

### **3.2 Failure During Production Use After Initial Turn-up**

Failure during production use after initial turn-up is classified as a Repair and Return (or Replacement) RMA. This type of RMA occurs when a Customer contacts Infinera to report a failed module and requests authorization to return the module for repair. Failed modules are shipped back to Infinera for repair and return or, at Infinera’s discretion, replacement with a compatible module.

### **3.3 Return for Credit**

Return for Credit occurs when Infinera agrees to accept Customer return of an unopened module. Return for Credits are not processed as RMA cases. To request Return for Credit, contact your Infinera Sales Account Manager. The Sales Account Manager will collect information about the module type, the module serial number, whether the module is new or used, and the reason for the requested return. The Account Manager will then submit the request to Infinera Finance Order Administration and will advise you on next steps.

## **4 Hardware Service Offerings**

All Infinera Hardware comes with an original Hardware Warranty covering DOA RMAs and Repair and Return (or Replacement) RMA requests for a defined period. After expiration of the original Hardware Warranty, you can purchase Extended Hardware Warranty to continue eligibility for Repair and Return (or Replacement) RMA. You may also purchase Spare Parts Management Service to obtain advance hardware replacement as a supplementary service to original Warranty and/or Extended Warranty. The information below provides additional information about original Hardware Warranty, Extended Hardware Warranty, and SPMS.

To be eligible to request Return Material Authorization, a product must be either within the original Hardware Warranty period or covered under an Infinera maintenance and support agreement that includes Extended Hardware Warranty coverage. For more information about Infinera maintenance and support services, please contact your Sales Account Manager.

### **4.1 Original Hardware Warranty**

Infinera warrants that during the original Hardware Warranty period, the hardware product shall be free from defects in design, material, and workmanship under normal use and service, and shall conform to Infinera’s applicable product specifications. During the applicable original Hardware Warranty period, and after initiation and acceptance of a corresponding HRR case, Infinera shall, within thirty (30) calendar days of receipt of an authorized returned product, repair or replace the product if it is defective. Any item repaired or replaced by Infinera continues to be warranted for the remaining period on the original Hardware Warranty for the product or for ninety (90) days, whichever is longer.

### **4.2 Extended Hardware Warranty**

Infinera Extended Hardware Warranty service warrants Infinera Hardware products to be free from defects in design, material, and workmanship under normal use and service beyond the original Hardware Warranty period. During the applicable Extended Hardware Warranty period and after initiation and acceptance of a corresponding HRR case, Infinera shall, within thirty (30) calendar days of receipt of an authorized returned product, repair or replace the product

if it is defective. Any item repaired or replaced by Infinera continues to be warranted for the remaining period on the Extended Hardware Warranty for the product or for ninety (90) days, whichever is longer.

Further details are available in the Infinera Statement of Work (SOW) for Extended Hardware Warranty – available upon request from your Sales Account Manager.

### 4.3 Spare Parts Management Service – NBD Ship

Infinera Spares Management – NBD Spares Shipment Service provides advanced delivery of a replacement FRU to the designated Customer site. Shipment of the replacement FRU will be initiated the NBD after initiation and acceptance of a corresponding HRR case. Shipment will occur from a centralized warehouse (not a local depot). Delivery time will vary depending on warehouse location and associated shipping time.

Further details are available in the Infinera Statement of Work (SOW) for Spares Management Next Business Day Spares Shipment – available upon request from your Sales Account Manager.

### 4.4 Spare Parts Management Service – NBD Arrive

Infinera Spares Management – NBD Spares Arrival Service provides advanced delivery of a replacement FRU to the designated Customer site no later than the NBD after initiation and acceptance of a corresponding HRR case. Infinera will provide delivery of a replacement hardware module the next business day, provided that the HRR case is accepted by Infinera before 2PM (PST in North America, or CET in Europe). All HRR cases issued and accepted by Infinera after 2PM (PST in North America, or CET in Europe) will be processed the next business day and arrive the following business day.

Further details are available in the Infinera Statement of Work (SOW) for Spares Management Next Business Day Spares Arrival – available upon request from your Sales Account Manager.

### 4.5 Spare Parts Management Service – 4-hour Arrive

Infinera Spares Management – 4 Hour Spares Arrival Service provides advanced delivery of a replacement FRU to the designated Customer site within 4 hours after initiation and acceptance of a corresponding HRR case.

Further details are available in the Infinera Statement of Work (SOW) for Spares Management Four (4) Hours Spares Arrival – available upon request from your Sales Account Manager.

## 5 Requesting an RMA

You can request an RMA in any of the following ways:

- through the Infinera Customer Portal at <https://support.infinera.com>
- by emailing [techsupport@infinera.com](mailto:techsupport@infinera.com)
- by phoning the Infinera Call Center at +1-408-572-5288 (or toll-free in the US at +1-800-443-5555)

Whether requesting RMA through the Customer Portal, by email, or by phone, the required steps are explained in this section. Each of these three methods results in an HRR case that is serviced through the Infinera Call Center and is visible in the Infinera Customer Portal. Within the Customer Portal, the HRR case is classified as a Hardware Replacement Request (HRR) and is assigned a unique HRR case number. You can use this unique HRR case number to monitor the RMA status.

## 5.1 Requesting RMA through the Infinera Customer Portal

### 5.1.1 Accessing the Customer Portal

You can access the Infinera Customer Portal by going to <https://support.infinera.com>. The preferred web browsers are Google Chrome and Firefox. To log into the Customer Portal, you must have an account with an authorized username and password. If you do not have an Infinera Customer Portal account, you may request one as follows:

1. Click **I am a new user** on the log-in page.
2. Complete the registration form and click **SIGN ME UP**. We will create the account and email you the log-in credentials.

### 5.1.2 Requesting the RMA

After logging into the Infinera Customer Portal, complete the following steps to submit an RMA Request:

1. Under Quick Links, click **Get Support**.
2. Select **I need a replacement part or repair** and click **Continue**.

3. On the New Support Request – Product screen, do the following:
  - a. Search for the part's serial number in the **Serial Number** field and select it from the filtered results.
  - b. Once the **Serial Number** is selected, notice that the **Product** field has auto-populated with the correct product for that serial number.
  - c. Check the listed service level in the **Service Level** field. This field auto-populates and lists one or more available service levels based on your service level agreement. Though some service level examples are shown in the image below, you may see other valid service levels when you click the drop-down arrow. If needed, select a different service level.
  - d. Click **Continue**.

**NEW SUPPORT REQUEST**

✓ Product Details Address Review

[Cannot find the product? Click here to get our call center numbers for phone support](#)

Serial Number  
AQ1960167 X

Product  
GCS-G30FRCUZ-00 X

\* Service Level  
Adv. Replacement - 4Hr Arrive  
Adv. Replacement - 4Hr Arrive  
Repair & Replace 30 days  
Repair & Replace 30 days

< Back Continue > Cancel

**IMPORTANT NOTE:** If the serial number or the service level that is needed does not appear in the search results for these fields, then either email [techsupport@infinera.com](mailto:techsupport@infinera.com) or phone the Infinera Call Center at +1-408-572-5288 (toll-free in the US at +1-800-443-5555) and state that the absence of a needed serial number or service level is preventing the opening of an HRR case in the Infinera Customer Portal.

4. On the New Support Request - Details screen, do the following:
  - a. Select the correct account name from the **RMA Account** field.
  - b. Use the **Subject** and **Description** fields to state what the case is about and the reason for the request, including details about the failure if available.
  - c. Provide your **Customer Reference** number if one is available.
  - d. Click **Continue**.

**NEW SUPPORT REQUEST**

✓ ✓ **Details** Address Review

\* RMA Account  
Ronrobmics Applications

\* Subject  
Need replacement unit

\* Description  
Product will not start. This is a DOA.

Customer Reference  
RRA000074362

< Back Continue > Cancel

5. On the New Support Request - Address screen, search and enter the following. Then click **Submit**.
  - a. Search for the shipping address in the **Delivery Address** field and select the correct address from the filtered results.
  - b. Search for the Shipping Contact in the **Delivery Contact** field and select the correct shipping contact from the filtered results.
  - c. Click **Continue**.

**NEW SUPPORT REQUEST**

✓ ✓ ✓ **Address** Review

New Address  
100 Ronrobmics Ave., Cody, WY 43921 X

New Contact  
Ronald Robson X

< Back Continue > Cancel

**IMPORTANT NOTE:** If the correct Delivery Address or Delivery Contact does not appear in the search results when typing in these fields, use the New Address or New Contact checkbox to create a new Delivery Address or Delivery Contact. Use of these checkboxes does not actually add the new Delivery Address or new Delivery Contact into Infinera's system. The information is first submitted for validation by the Infinera Call Center.

6. On the New Support Request - Review screen, you will see a summary of the details that you entered and selected while creating this support request. On this screen, do the following to finalize and submit the request:
  - a. Check that all details shown are correct. If one or more details are incorrect, click **Back** to access the previous screens. Then correct the detail in the appropriate field and click **Continue** to return to this New Support Request – Review screen.
  - b. Click **Submit** to finalize and submit your request.

**NEW SUPPORT REQUEST**

Serial Number: AQ1960167  
Product: GCS-G30FRCUZ-00  
Service level: Adv. Replacement - 4Hr Arrive  
Customer Reference: RRA000074362  
Subject: Need replacement unit  
Description: Product will not start. This is a DOA.

Account: Ronrobnics Applications  
Contact: Ronald Robson  
Ship to: 100 Ronrobnics Ave., Cody, WY 43921

[Back](#) [Cancel](#) [Submit](#)

After completing the steps listed above, you will see the assigned number for the new HRR case. This case is sent immediately to the Infinera Call Center where it is validated. If additional details are needed to validate the request, an Infinera Call Center Agent will contact you. Once validated, the case is changed to Open status and passed to Infinera Service Logistics for fulfillment.

## 5.2 Requesting RMA by emailing [techsupport@infinera.com](mailto:techsupport@infinera.com)

**IMPORTANT NOTE:** To ensure on-time fulfillment of **urgent** RMA requests, phone the Infinera Call Center at +1-408-572-5288 (or toll-free in the US at +1-800-443-5555). For same-day or NBD RMA needs, it is always best to submit the request by phone (see section 5.3) – not by email or portal – to avoid delays to SPMS service.

When submitting an RMA request via email to [techsupport@infinera.com](mailto:techsupport@infinera.com), the following process takes place:

1. The email creates a Minor Technical Support Request (TSR) case in the Infinera Customer Portal.
2. This new Minor TSR case is reviewed based on priority and validated by the Infinera Call Center.
3. The Call Center Agent creates a new HRR case based on details provided in the TSR case. If additional details are needed, the Call Center Agent contacts the Customer. This new HRR case is visible in the Customer Portal as a Hardware Replacement Request (HRR).
4. The Call Center changes the HRR case status to Open, passing the case to Infinera Service Logistics for fulfillment.
5. The initial TSR case is closed according the following conditions:
  - If same-day delivery is not required, the initial TSR case is changed to Closed status because it is no longer needed. All subsequent tracking of the request is made in the open HRR case.
  - If same-day delivery service is required, the TSR case remains open and active to ensure effective case handling for fulfillment of the delivery. The TSR case is not closed until the HRR is fulfilled.



## 5.3 Requesting RMA by phoning the Infinera Call Center

To reach the Infinera Call Center by phone, dial +1-408-572-5288 (or toll-free in the US at +1-800-443-5555). When phoning the Infinera Call Center, be prepared to provide the following information so that the Call Center Agent can create the HRR case:

- Your first and last name
- Company name
- Your email address and phone number
- Delivery contact's first and last name, email address, and phone number
- Delivery address
- Type and serial number of the affected module
- Symptoms that indicate the part is faulty
- Effect on your network (e.g., Is the issue service affecting?)

When phoning the Infinera Call Center to request an RMA, the following process takes place:

1. The Call Center Agent opens a new HRR case in the Infinera Customer Portal, enters the case details listed above, and asks for any additional information needed for the case. This new HRR case is visible in the Customer Portal as a Hardware Replacement Request (HRR).
2. When adequate details are completed, the Call Center Agent changes the HRR case status to Open, passing the case to Infinera Service Logistics for fulfillment.

If a module is returned to Infinera without RMA authorization, Infinera cannot fulfill the RMA. The module will either be returned to the Customer or scrapped.

## 6 Checking HRR Case Status

All support requests are listed in the Cases section of the Infinera Customer Portal. In the Cases section, there are two case views that list a Customer's RMA requests. These two case views are:

- **Hardware Replacement Requests – Open** lists all HRR cases that are not yet Closed. In this view, you will see HRR cases that are Open and HRR cases that are in Draft status (not yet processed by the Infinera Call Center).
- **Hardware Replacement Requests – Closed** lists only HRR cases that have been fulfilled and are Closed.

When viewing RMA requests in the Infinera Customer Portal, you may occasionally see an HRR case that has a status other than Draft, Open, or Closed. For a list of additional HRR case states and their definitions, see [Appendix A – RMA Status Definitions](#).

## 7 Returning a Failed Module

You should always have an HRR case number and should check the status of the HRR case before shipping equipment. If the case is still in "Draft" status or the request still exists as a TSR case (meaning the HRR case has not yet been created by the Infinera Call Center), do not ship the module because the module cannot be accurately tracked. If the HRR case is in "Open" status, there is no need to wait. For an "Open" status HRR case, the module can be shipped and the HRR case number (Hardware Replacement Request number) should be used for return tracking. You must ensure the HRR case number is written clearly on the package prior to shipping the module back to Infinera.

With the HRR case number, you will receive return instructions from Infinera. These instructions will include the return address, which can also be found in the HRR case on the Infinera Customer Portal.

## 8 Packaging Requirements

To return a module back to Infinera, obtain appropriate materials for the transportation of the module, and properly pack and prepare the module for shipment.

Packaging must include an undamaged box, sufficient padding, and complete ESD protection. If a module is returned without proper packaging, Infinera will be unable to provide failure analysis. Infinera includes proper packing and shipping instructions with each return authorization email to Customers. It is essential that you follow the packing and shipping instructions provided.

When packing and returning a failed module, please use the following instructions:

1. Using proper ESD precautions:
  - a. For DOA and SPMS RMAs, remove the replacement module from its packaging. Please open the package carefully and do not throw away the packaging.
  - b. Pack the failed module into an anti-static bag.
  - c. For DOA and SPMS RMAs, using the packing materials from the replacement module, pack the anti-static bag (with the failed module inside) into the box used to ship the replacement module.
  - d. For Repair and Return (or Replacement), using appropriate packing materials, pack the anti-static bag (with the failed module inside) into a box.
2. Prepare the box for error-free shipping:
  - a. Remove all the original shipping labels from the exterior of the box.
  - b. Mask any inappropriate text that could cause carrier confusion.
3. For DOA and SPMS RMAs, Infinera will provide an RMA Packaging Instruction form. Write the HRR case number on this form and include the form in the return box.
4. Seal the box securely.
5. Complete the shipping label and affix it to the top of the return box.
  - a. For DOA and SPMS RMAs in the United States, Mexico, and Japan, Infinera supplies paperwork with a tracking number, filled out packing list (excluding the HRR case number), and a shipping label. This packet is included with the shipment of the replacement FRU.
  - b. For DOA and SPMS RMAs in other countries, Infinera provides instructions for how to return the defective FRU, including Infinera account information to be used for the return shipment. The Infinera Call Center can assist with any questions about return shipment.
  - c. Fill in the appropriate Infinera RMA Return Location as stated in the HRR case in the Infinera Customer Portal. If you do not have access to the Infinera Customer Portal, the RMA Return Location is also stated in the return authorization email that you received when the HRR case was opened. If necessary, contact the Infinera Call Center and ask them for the shipping location stated in the HRR case.
  - d. Write the HRR case number clearly on the shipping label.
6. Return the package to Infinera.

**IMPORTANT NOTE:** Please write the HRR case number clearly on the return shipping label!

## 9 RMA Return Locations

Because the equipment return location is stated in the HRR case, you should consult the HRR case (or the return authorization email you received when the case was opened) to find the shipping address and related contact details. The return location stated in the HRR case is based on relevant product family and logistics factors. If you are unsure about a return location, contact the Infinera Call Center at +1-408-572-5288 (or toll-free in the US at +1-800-443-5555). The return address as stated in the HRR case must be correctly stated on the shipping label to ensure the correct receipt of the module. No shipping labels are provided by Infinera for Repair and Return (or Replacement) RMAs. It is your responsibility to appropriately pack, label, and ship the module to the Infinera return address.

## 10 Appendix A – RMA Status Definitions

There are several states available for an HRR case. Below is a detailed definition of each, listed in logical order of use.

<b>Draft</b>	HRR case that has been initiated but not yet validated by the Infinera Call Center. The case is pending entitlement validation.
<b>New</b>	Newly created and validated HRR case that has not yet been processed for delivery.
<b>Open</b>	HRR case that has been sent to be processed for delivery or is pending the Customer's return of equipment to Infinera.
<b>Received not Shipped</b>	Infinera has received the module in but has not yet shipped the module back out. This status is applicable to original Hardware Warranty RMAs and Extended Hardware Warranty RMAs.
<b>Canceled</b>	Either Infinera or the Customer has requested cancelation of the case. There are multiple reasons for canceling an HRR case (e.g., part no longer needed, case opened improperly). The reason is usually stated in the case Feed.
<b>Closed</b>	Infinera has shipped the module to the Customer and, for DOA and SPMS RMAs, Infinera has received the returned defective module from the Customer.
<b>Shipped not Received</b>	Infinera has shipped the Customer a module but has not yet received a return module from the Customer.
<b>Shipped not Received-Escalated</b>	This is an SPMS HRR case that has been shipped to the Customer and the Customer has not returned the part within the agreed timeframe. Infinera has escalated the issue back out to the Customer to urgently request return of the replaced module.
<b>Return in Transit</b>	A card is on its way back to Infinera.
<b>Invoice Requested</b>	Infinera has shipped a module but never received one back from the Customer. After escalating the issue to the Customer without adequate response, Infinera issues an invoice to the Customer for the non-returned module (at the Customer list price).
<b>Closed – Invoiced</b>	The HRR case has been closed and the Customer has paid for a non-returned module.
<b>Closed – Written Off</b>	Infinera has closed the HRR case because the module was written off at Infinera's cost due to various reasons that fall on Infinera's responsibilities.