

## Standard Operating Procedure For Processing Returns For Auber Instrument Distributor

Background for the requirement of the SOP.

Recently, we experienced some problem for the returns from some of our distributors. Some returns are package in "bulk" with no packing list, and no information about the problem of each units. It caused a significant increase of time and effort when our engineer diagnose the problem. Below is a list of issues we have when dealing with such return.

- 1) Some of the unit had an internal dead shot with no label. When we tried to power up, it triggers the circuit breaker or GFI. It affected other workers on the same power system.
- 2) When there is no information about the problem, as much as 75% of the returns might pass our standard testing procedure. Finding the problem for those returns becomes extreme difficult. There are many reasons for the return. For example, it can be a user error, an intermittent problem, or the product just didn't fit buyer's application. Some of the unit tested out fine but has one or several parameter changed. These changes could alter the controller's performance. If the change of parameters was not intended, the affected performance might lead to the user to think the controller is defective. So, without any information, we could not tell the return is really defective. We could waste a lot of time for the controller that is nothing wrong. But we could also send out the defective controller that we missed problem.
- 3) When we process a return with known intermittent problem, we have to spend time to figure out how to reproduce it before we try to fix it. If we could not reproduce the problem, we will replace the core of the unit with a new one. We never return the unit with reported intermittent problem without 100% sure that problem is fixed. But if the returned item has intermittent problem, but without any notification, we could assume the item is good and shipped back to the customer. Then, it will be very embarrassing when the problem showed up at when customer uses it again. It also affects our reputation.
- 4) Occasionally, a return can have multiple problem. One component's failure could resulted in the failure of the second component. If we don't know the original reason of the return, we could just fixed one problem without checking the second one.

### Requirements

1. It is distributor's responsibility to collect the defective unit and sent to us for repair.

2. Distributor should document the problem of the equipment with serial number as soon as he (she) received returned merchandise from customer. It will be very difficult to trace the problem later,
3. RMA returns need to have a detailed list of how many pieces are returned with serial number. On the list, there should be detailed information about the problem of each unit. The information needs to match the serial number. The information should avoid to use simple word like "not working". "Not working" can mean many different things. For example, not powering up, no output, no alarm, not reading accurately, the control result is not as expected etc. If it is a complicated problem, please attach the communication with customer with the equipment.

If the unit does not come with any information, and we could not find any problem through our standard testing processor, we reserve the right to not accept it.