

Eagle

RMA Trial run feedback

SH Son

Model Name: BFX-AT100

Document Version: ALT_STB_MP_CSMTINS_001

Issued Date: 2022.04.05



ALT

All Life Technology Co., Ltd



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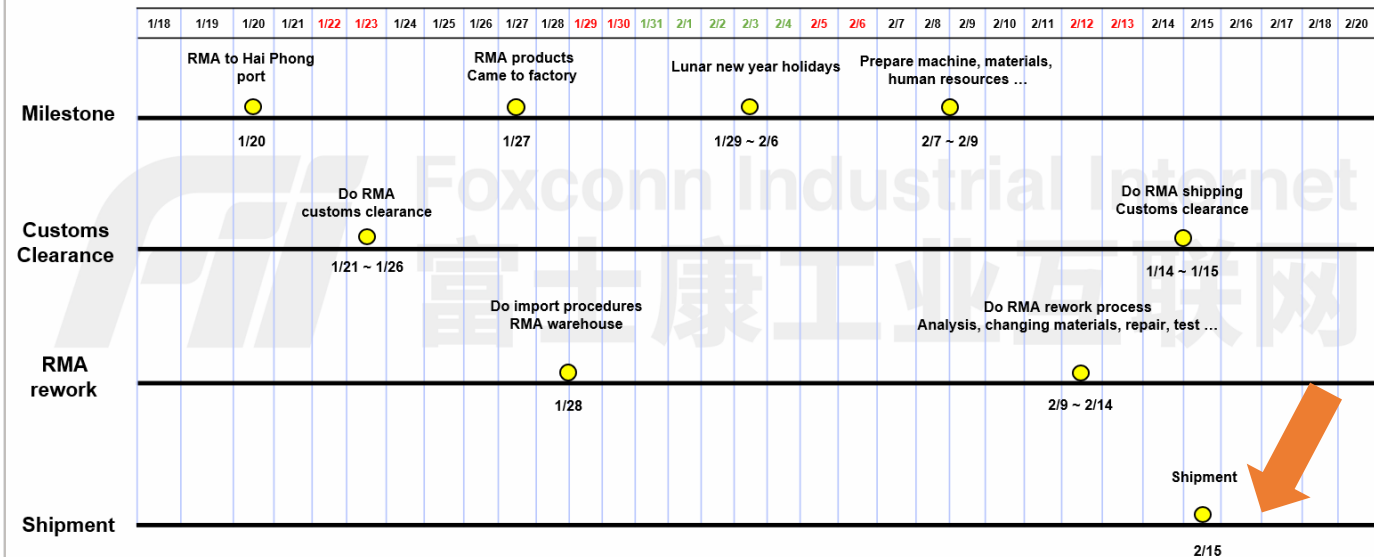
1. Reduce repair processing time

- Time table : it was took 3 months.

especially at the factory need too long time to repair. Please reduce repair processing time.

- 2021.12.23 Ship out from Korea.
 - 2021.12.30 HK warehouse arrived.
 - 2022.01.26 VN factory arrived.
 - 2022.03.08 RMA report to ALT
 - 2022.03.28 VN factory ship out to Korea
 - 2022.04.04 ALT is received RMA box.
- It was delayed by more than a month from the time specified by the FI

T99X171.00 EAGLE BOX RMA SCHEDULE



2. Product status

1. Foot rubber missing
: returned STB from RMA, all of STBs has no foot rubber.
All of cosmetics components must be assembled for RMA.
ALT should return these STB to the customer after repair same as



4.2 Cosmetic criteria only for RMA

4.2.1 Product

Criteria:

All product cosmetic components must be assembled.

And have to remove defect code in the appendix

Note. The Cosmetic inspection(scratch) will be waived due to returned unit from end customer.

2. Label - Assembled in Vietnam
: Additional label "Assembled in Vietnam" was added upon request by factory (customs requirement) but, this label is too tear easily when removed.



So, ALT is suggest about this label

1. Material change : current label is art paper, recommend change to PP or PET paper or
2. Change the attachment location : put it on the rubber

attachment
location

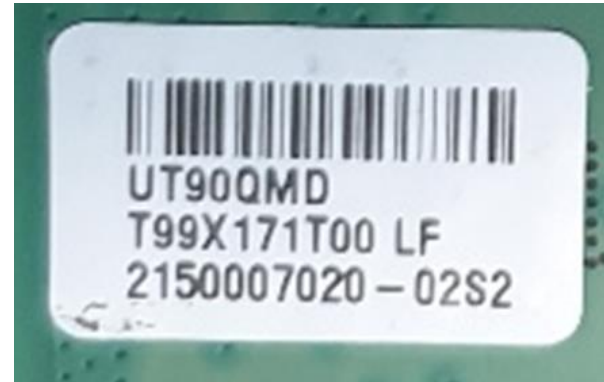
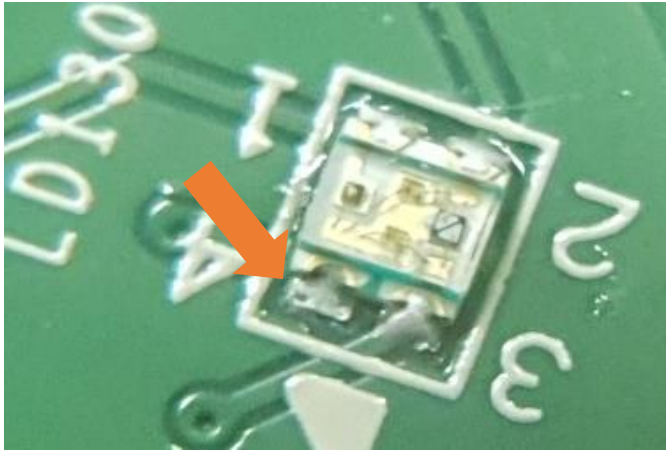


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2. Product status

3. Soldering quality

Poor soldering quality, Proceed and inspect soldering according to IPC J-STD-001 specifications.
PCBA S/N



4. Latest SW update

: After repair, please update the F/W current mass production version.
Returned 42pcs was installed v531.10(2021.09) but, now v532.20(2021.11)
ALT have to rework before delivery to customer.

3. HK address update

: with last experience, The HK warehouse address was different from the FII document and WeChat.

Please update the document - RMA Shipment Request_V5.pptx from FII

Custom Information Requirement for RMA unit



Step 1: The sender to send the information about the shipment to the factory in advance for checking

(Information following step 2)

Step 2: During the preparation of the shipment, the following information must be fully provided for custom inspection purposes

1. Products must be originated from Vietnam - "Made in Vietnam". In case of "Made in Vietnam" don't show on housing label it must be indicated on label gift box.
2. Products must be in the original state, with no hardware modification, warranty stamp intact and no impacted by cosmetic (Must provide confirmation letter or email to confirm)
3. Confirmation quantity for import type(A31- domestic consumption or destroyed/G13- re-exported to the customer or re-exported to a third country or to a non-tariff area).
4. Provide pictures of products, product labels and it must include contains model name/country of origin
 - If in the case the number of sample returned is less than 3 units, the sender must provide photos of all samples
 - If in the case of more than 3 units sent back, the sender must provide the picture of the 3 units of the shipment, but a letter is required to confirm that the remaining quantity of the shipment is the same.
5. Provide packing list include total qty, qty per carton (pcs / CTN), per pallet (CTNs / PLT), net-weight, gross-weight... etc.,

6. The AWB must have the correct factory address

- ✓ Send to: BOWIE/TSOI / BO YEUNG Tel: (852) 3974 9190 / 3974 9066
- ✓ Factory address: Bang Tai international logistics Co., LTD
- ✓ (CNSBG Department) Warehouse A, DD118, LOT 1120 RP Yau Cha
- ✓ Po Village, Tai Shu Ha Road West Yuen Long, N.T., Hong Kong.

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2021-12-20 (월) 오전 11:40

william.wx.ruan@fii-foxconn.com

Re:RE: RMA products request.

받는 사람 sophielee@altech.kr

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참조 jwkim@altech.kr; bylee@altech.kr; an.qa.tran@foxconn.com; ben.trinh@fii-foxconn.com; shson@altech.kr

Dear Ms. Sophielee,

I would like to provide HK shipping address and receiver's contact for RMA below:

* Address:

Bang Tai International Logistics Co., Limited

DD129, LOT 3170, PING HA ROAD LAU FAU SHAN YUEN LONG HONG KONG

* Receiver's contact:

Cathy Liu

Customer Service and Operation

Fax : 3753 5774

Mobile 6306 1117

Direct 852-39749185

email: cathyliu@bangtailogistics.com / cnsbg@bangtailogistics.com

Thank you.

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