GlobalConnect-Castles LYNK Vending Telemeter RMA Process

Effective July 1, 2024; updated August 1, 2024

Please note this process and portal is for LYNK VENDING Telemeters only. Kiosk telemeters are excluded and should be processed by VE Solutions (previously Vendors Exchange). These telemeters start with 000512 or 512. Instead, please contact VE Solutions at CustomerCare@vesolutions.co.

Prerequisites

Prior to submitting an RMA request for a LYNK **Vending** telemeter, we ask that you follow these initial steps:
1. Reflash the device using the LYNK reflashing kit, a USB keyboard, and the latest version of the telemeter software found here:
   a. US: US Vending Production Build Folder
   b. CA: CA Vending Production Build Folder

2. Contact LYNK Support at LYNKSupport@globalconnect.biz or call 336-663-8343 ext. 805 or option 3 **unless the device** is on a White Screen or Black Screen and is not responsive.

RMA Request Process for LYNK Vending Telemeters

Please note that a valid RMA number must accompany all returned equipment received by Castles. Please see the steps below to ensure the RMA process is followed properly.

1. Submit the RMA request using the Castles Technology – GlobalConnect RMA portal at https://castlestech.atlassian.net/servicedesk/customer/portal/24
   a. If you do not have access to this portal, please email LYNKSupport@globalconnect.biz with your contact name, email, and affiliate name to obtain access. Once your account is set up, you will receive an email from jira@castlestech.atlassian.net which you should accept and follow the instructions.
2. Follow these steps to start the RMA Request:
   a. Click on RMA Request to start the process. Multiple devices can be submitted in the same request; however, it is preferred if they are grouped by similar symptoms.
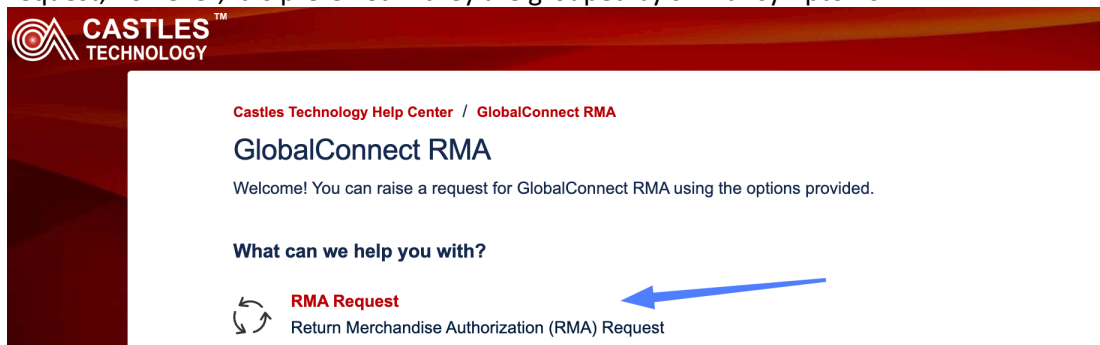
   b. Add a Title in format: *[Affiliate Name] Short Description of behavior*
      1. Add Description of behavior and list **ALL** telemeter Serial Numbers
   c. Select Hardware Products of "UPT1000F (Full-size)" or "UPT1000B (Bill/Overlay)"

1. Optionally, add an attachment of images or terminal serial number excel list or a video. Providing these details helps the RMA team troubleshoot.
2. Provide the RMA Return details:
   a. Contact
   b. Phone
   c. Address
   d. Email

d. Select "GlobalConnect-RMA" for the *Share with* field
e. Click Send to submit the request.
3. Castles will review the request and issue an RMA number by email and the RMA portal. This action is typically completed within 2 business days after the RMA request is received.
4. Castles will check the warranty status of the device(s) and update the ticket with the Warranty status details. The RMA Repair process and cost varies depending upon the warranty period of each individual device. Shipment date for the warranty classification is based on the date the device shipped from the Castles Atlanta, GA facility.
5. Castles will create a return shipping label for the device(s) and post the label file to the RMA ticket in the RMA portal.
6. The requestor will print the Shipping label and the RMA email/ticket details including the RMA Number. The devices will be packaged by the requestor. Only the devices listed in the RMA request can be included in the shipping box. **You can choose to return ONLY the telemeter or all box contents and cables. Whatever is sent to Castles is what will be returned for the replacement device.**

RMA Repair Process

1. The Castles RMA team will acknowledge receipt of the return in the RMA ticket on the RMA portal. The RMA team will work with requestors to resolve any issues regarding serial numbers, high level issue description, etc.
2. Castles will check the warranty status of the device(s) and update the ticket with the Warranty status details. The RMA Repair process and cost varies depending upon the warranty period of each individual device. Shipment date for the warranty classification is based on the date the device shipped from the Castles Atlanta, GA facility.

   Warranty Periods are:
   a. "In Warranty" – a device shipped from Castles in the past 18 months
   b. "Extended Warranty" – a device shipped from Castles between 18-60 months ago
   c. "Out of Warranty" – a device shipped from Castles over 60 months ago

3. The Castles RMA Team will assess the state of the device and disclose the cost of repair. The tables on the following pages provide an outline of the potential charges for RMA repairs.
4. The Operator/Affiliate reviews the disclosed cost of repair and authorizes the RMA expenses (if any). Castles will invoice GlobalConnect for all costs including shipping costs. GlobalConnect will deduct costs from the Operator's GlobalConnect monthly credits.

Additional Notes:

- Replacement terminal(s) will have a warranty for the remaining length of the original terminal's warranty.
- If there are evident signs of physical tamper/abuse, the Operator will be notified that terminal is subject to the Out-of-Warranty pricing.
- Castles will invoice GlobalConnect for all costs including shipping costs. GlobalConnect will deduct costs from monthly credits.
- Shipment date for the warranty classification is based on the date the device shipped from the Castles' Atlanta, GA facility.

RMA Repair Price List

Warranty Period	Scenario	Cost (USD) + Shipping
In Warranty: Shipped in past 18 months	Terminal found defective	**No cost to operator** GC pays for shipping to Castles Castles pays for return shipping
	Device returned for RMA and No Trouble Found (NTF)	**$25.00 paid by operator** GC pays for shipping to Castles Operator pays for return shipping
	Device returned for RMA and No Trouble Found (NTF) AND Device is updated with latest firmware, bootloader, and telemeter build appropriate	**$29.00 paid by operator** GC pays for shipping to Castles Operator pays for return shipping
Extended Warranty: Shipped between 18 - 60 months ago	Device returned for RMA and No Trouble Found (NTF)	**$25.00 paid by operator** Operator pays for shipping to Castles Operator pays for return shipping
	Device returned for RMA and No Trouble Found (NTF) AND Device is updated with latest firmware, bootloader, and telemeter build appropriate	**$29.00 paid by operator** Operator pays for shipping to Castles Operator pays for return shipping
	Device returned for RMA and Trouble Found and fixed and returned to customer WITH ONLY THE UNIT returned (or accessories that were sent to Castles)	**$100 paid by operator** Operator pays for shipping to Castles Operator pays for return shipping
	Device returned for RMA and Trouble Found and fixed and returned to customer WITH the unit AND RE-KIT Cord/Cable/Antenna returned (excluding Zero DEX adapter cable)	**$120 paid by operator** Operator pays for shipping to Castles Operator pays for return shipping

| Out of Warranty: Shipped over 60 months ago	Device returned for RMA and No Trouble Found (NTF)	**$25.00 paid by operator** Operator pays for shipping to Castles Operator pays for return shipping
	Device returned for RMA and No Trouble Found (NTF) AND Device is updated with latest firmware, bootloader, and telemeter build appropriate	**$29.00 paid by operator** Operator pays for shipping to Castles Operator pays for return shipping
	Device returned for RMA and Trouble Found and fixed and returned to customer	**Refer to Out of Warranty RMA Price List**

Out of Extended Warranty Price List for Devices that Shipped Over 60 Months Ago

Out of Warranty Service	Description	Price (USD)
Diagnosis (Applies to NTF and all Out-of-extended-Warranty units)	Hardware Test	$25.00
Labor	Cost for the time to repair items needed	$22.50 per 30 minutes with a minimum of 30 minutes required
Restore and refurbish	Factory reset, load specific FW or FSP per customer needs, and/or inject Customer key	$22.50 per 30 minutes with a minimum of 30 minutes required
Terminal Cleaning	Cosmetic cleaning of device (exterior only)	$20.00
Secure Terminal Scrap	Safely remove keys and destroy device	$10.00
Parts Replacement	Repair or replace as needed.	Dependent on items and time used for replacement
Reset and BKLK Load	Diagnosis shows no issue with hardware or Factory Reset, and Customer key load required without a specific FSP, or FW loaded	$12.99, reload factory key using Castles in-house iKLD
		$6.99, reload factory key using Customer iKLD

Looking Up RMA Request Status

You can view the status of an RMA Request using the portal too.

1. Click on Requests in upper, right corner then select "GlobalConnect – RMA"
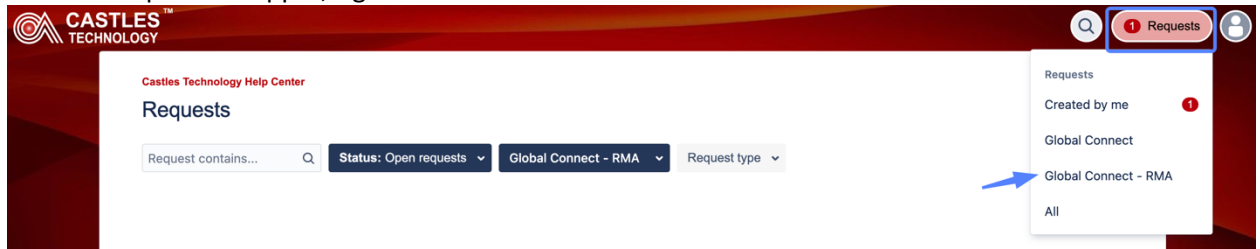
2. Open requests show here by default.

3. Change the Status filter dropdown if you want to view a closed request.

4. Click on the Summary field of the request you want to view:

Type	Reference	Summary	Status	Service project
↻	UC▮▮▮	▮▮ ▮▮▮ [U1B/U1F] [RMA – ▮▮▮ Vending: Multiple LYNK issues – device ID(see body)] [13 Units]	RMA RETURN SHIPPING	Castles Service Desk - NA
↻	UC▮▮▮	▮▮ ▮ ▮▮▮ [U1F/U1B] [RMA – ▮ ▮▮ Vending: LYNK device issues on build 1331_9320 – device ID(see below)] [2 Units]	RMA IN PROGRESS	Castles Service Desk - NA

5. Comment on the ticket to respond to the Castles RMA team using the Comment area:

[▮▮ ▮▮ ▮▮▮] [U1B/U1F] [RMA – ▮▮ ▮ Vending: Multiple LYNK issues – device ID(see body)] [13 Units]