



# Fibre Blowing Tool (FBT) Repair Web Portal Help

## 1. Why do I need an RMA?

This is to ensure that your fibre blowing tool (FBT) is quickly and correctly identified by our inwards goods staff. It also provides a known reference for subsequent email notifications to yourself.

## 2. What happens after I apply for an RMA?

You will receive an automated email with instructions on how to send your unit for repair. If anything is unclear at this point, or you simply decide not to continue with the repair request, please contact [fbt@looptechnologies.com](mailto:fbt@looptechnologies.com).

## 3. What happens after I ship my faulty FBT to Loop Technologies?

You will receive an email confirming that the FBT has been received at Loop Technologies.

## 4. I would like to claim warranty repair.

Loop Technologies is authorised to complete both in and out-of-warranty repairs. Upon receipt at Loop Technologies your FBT will be examined by our technicians and an evaluation made regarding its warranty status. If the FBT is determined to be IN-WARRANTY, the tool will be repaired and returned to you within five working days.

If the tool is examined and found to be OUT-OF-WARRANTY due to the conditions listed below, then you will receive an email detailing the reason for warranty exclusion, and a breakdown of charges for the restoration of the FBT. At this point you can provide authorisation to proceed with the repair, or have the FBT returned to you unrepaired. Please note: the Minimum Service Fee will be charged for all out-of-warranty repairs (plus return freight and packaging), including those FBTs that are returned un-repaired.

### Warranty Exclusion Conditions

- The fault condition has been caused by normal wear and tear of a consumable part, or
- The warranty has lapsed, or
- The fault has been caused by the actions of the user, including missing parts, or
- Liquid, physical or other damage is evident other than fair wear and tear.

## 5. What is the Minimum Service Fee?

The Minimum Service Fee charge is to cover the time required to receive and manage each unit as well as disassemble, diagnose faults with the unit and provide an estimate for repair.

The Minimum Service Fee will be charged for all out-of-warranty repairs received at Loop Technologies, whether the end user proceeds with the repair or not. The Minimum Service Fee per FBT is as follows:

- LSY 138 2011 - \$300 plus return freight and packaging
- LTI179 2011 - \$300 plus return freight and packaging
- LTI179 2000 - \$355 plus return freight and packaging

6. How will I know what my out of warranty repair will cost?

All FBTs received at Loop Technologies are examined by our technicians, and an evaluation made regarding warranty repair. Once your FBT is examined you will be advised if it is deemed to be out-of-warranty.

For all out-of-warranty repairs, Loop Technologies will provide an estimate of the cost to repair. The estimate provided will outline details of the parts and labour required to complete the repair.

7. When will my repaired FBT be returned?

Loop Technologies will endeavour to provide a five working day turnaround time for the LSY 138 2011 and LTT 179 2011 models. A turnaround time commitment cannot be provided for the LTT 179 2000 model due to delays in component sourcing.

8. How can I pay for the repair?

If you do not have an account with Loop Technologies you will be required to pay the full amount before repairs proceed. You will be contacted and given the option of credit card or direct debit payment.

Account holders will be required to provide authorisation by way of a purchase order.

9. What happens after the repair is completed?

The repaired FBT will be shipped back to the address nominated on your RMA request. You will receive an email advising the courier track and trace details.