

Please complete the form on page 2.

This form must be included in the shipping box along with the RMA and your repair item.

**Procedure:**

1. Completely fill out repair form (**except for the RMA#**) on Page 2 and email to **Nina.Silver@dormakaba.com**
2. The RMA# will be provided to you within 24-48 hours (via email). Place the RMA# on the form you submitted. Place this form in the box with the product you are returning.
3. Ship product to:  
Kaba Ilco Corp.  
400 Jeffreys Road Rocky Mount, NC 27804  
ATTN: AD Repairs

**IMPORTANT:**

- 1) **DO NOT SHIP USPS (United States Postal Service)**
- 2) **RMA# MUST be marked on the shipping box.**

4. Once your item is received, an Ilco/AD technician will assess the damage and determine cost to repair.
5. A Customer Service Representative will email you to review charges/quote and repair/replacement times that may be associated and qualifications for a loaner\*.
6. Once repair is completed you will receive an email notification with delivery information. Repairs are shipped ground at no charge. Overnight delivery is available and charged at current rate.
7. Once you receive your repaired unit back, please return your loaner to Kaba Ilco Corp. (address above) with the RMA. If loaner machine is not returned within 5 business days of your receiving the repaired unit you will be automatically assessed a charge of \$3,000.00.

Advanced Diagnostics Products carry a 1-year limited warranty from purchase date (Smart Pro 2-years limited warranty). Physical damage is not covered under this warranty.

Items such as dongles, cables, and detectors will only be replaced if a dated distributor proof of purchase is included and shows the item to be within the warranty period.

*\*Loaner units for T-Code Pro, MVP Pro and/or Smart Pro are available if manufacturer repair is required. Loaner units are limited and available on a first come, first serve basis. An **RMA form is included with the loaner and must be returned with machine**. Examples of typical "out of warranty" repair charges are \$650 for repair of an MVP or T-Code Pro unit with use of a loaner, \$550 unit repair without a loaner, \$300 standard touchscreen replacement and \$350 for a new unit cover/case.*

Pricing is subject to change without notice and is shown in U.S. Dollars.



# Advanced Diagnostics Product Repair Form

Complete this form and email or fax as per instructions on page 1.

RMA # (Return Merchandise Authorization Number): \_\_\_\_\_  
*(this will be assigned within 24-48 hours from receipt of this form)*

**Your Product Return:**

What type of product(s) are your sending? \_\_\_\_\_

Unit Serial Number (If Applicable): \_\_\_\_\_

Unit Pass Code: \_\_\_\_\_

Description of problem:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Your Contact Information:**

Company Name: \_\_\_\_\_

Contact name: \_\_\_\_\_

Address:  
\_\_\_\_\_

City: \_\_\_\_\_

State/Province: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Email: \_\_\_\_\_ @ \_\_\_\_\_

Once you have the RMA #, enclose this form with your product and ship to:

**Kaba Ilco Corp.  
400 Jeffreys Road  
Rocky Mount, NC 27804  
ATTN: AD REPAIRS**

**IMPORTANT:**

- 1) RMA# MUST be marked on box.
- 2) DO NOT SHIP USPS (United States Postal Service).