



GTI Board Return Guidelines 11/30/22

Terms and Conditions	1
How to Return a Circuit Board for Repair.....	2-5
Unrepairable Boards.....	6
Pricing.....	7

Terms and Conditions

What *You* Agree To

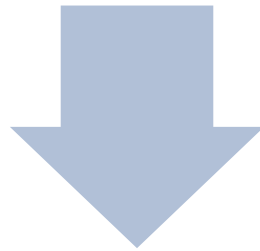
- Not to send circuit boards to the GTI repair center without an RMA number. Complete the RMA form on the support page of the GTI website to get one.
- That GTI may call a circuit board "unrepairable" for any reason.
- Your unrepairable board will be recycled unless you state otherwise in the Additional Information section of the form. The unrepairable board might come back to you with removed or missing parts.
- If you send your board in, you're agreeing to pay the fee.
- You arrange and pay for shipping to the repair center.
- Check the GTI website to read the **latest** Board Return Guidelines **and only send circuit boards in for repair if you understand and agree to the terms.** Please contact us at 859-626-3001 if you have any questions.

What *We* Agree To

- We are confident that you will be satisfied with the quality and timing of our repairs. If they are late or you are dissatisfied with the results, please call us.
- If you receive a board that is "repaired" or "no problem found" but it still malfunctions, we will reassess the board at no charge. Please reference the RMA number of the unsuccessful repair when calling for a free reassessment. **Fair warning!** The board may be declared unrepairable if there is no detectable problem. For this reason, troubleshooting is encouraged before returning the board to the Repair Center.

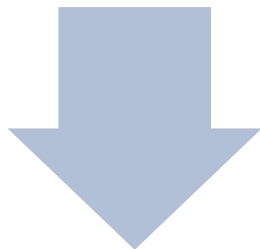
How to Return a Circuit Board for Repair

1. Your Board Malfunctions



2. Call GTI at 859-626-3001

- Telephone tech support is free for the life of your product and your problem might be solved through troubleshooting!

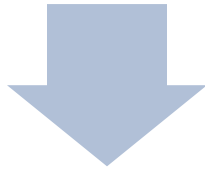


3. Remove Board from Controller

- Power down the machine.
- If the board is a Common Sense 3 board, wait two full minutes before having your tools or hands near the board.
- Wait 10 seconds for all other boards.
- No unwiring is required. Carefully remove the wire terminal blocks from the board pins.
- Remove the board-to-enclosure attachment screws.
- CS3 – handle only the sides of the display boardlet (it's on posts and holding the LCD screen). All other boards can be handled by the transformer or display boardlet.
- Remove the board from the enclosure.

4. Take a Picture of Your Board or Write Down Board Info:

- Board Code
- Software Version
- Problem Description



5. Complete the RMA Form on the GTI Website

- Click the Support link located in the top menu bar.
- Enter the information for the greenhouse.
- We will send the RMA number to the email address entered on the form.
- The name and phone number will be the person we will contact if we have questions about the board.
- The board will be returned to the entered address.
- Enter the board information.
- Specify shipping.



6. Pack the Board

- Carefully wrap board in pink static-free bubble wrap.
- Bubble wrap should be 1" deep all around for big boards, ½" deep for the small boards.
- Place the wrapped board in a box with crumpled paper or bubble wrap so that the contents don't shift during transit. No foam peanuts or shredded paper.
- Do not apply pressure to board components!
- ***Put the RMA number in the "attention" line of shipping label.***

7. Ship the board to:

GTI Repair Center
Arthur Space Jr.
809 Bayard Street
Bristol, PA 19007



8. We assess your board and do one of 4 things

- **Repair** it and ship it back to you.
- Call it "**No Problem Found**"* and ship it back to you.
- Call it "**Unrepairable**" and put it in E-waste Recycling.
- Call it "**Unrepairable**" and ship it to you if specified on the RMA request form.



9. Try your board out when it arrives.

If it doesn't work, you may be eligible for a warranty repair.

Call GTI if you have any problems with the board at 859-626-3001.

Pricing

Note: You may expedite an RMA for a \$50 extra charge per 6 boards.

Note: Damage to boards due to poor packing by the greenhouse will incur additional charges.

Repair + Send to You	"No Problem Found" + Send to You	"Unrepairable" + Send to You	"Unrepairable" + Recycle
\$275 +\$465 for a Common Sense 2 Motor Board	\$140	\$130	\$130 -\$30 recycle credit

Shipping fees are as follows:

UPS Ground (USA ONLY):

1 board:	\$30
2 boards:	\$45
3 boards:	\$60
4 boards:	\$75
5 boards:	\$90
6 boards:	\$105

UPS Standard (CANADA ONLY):

1 board:	\$48
2 boards:	\$65
3 boards:	\$82
4 or more boards:	\$110

Other Shipping Method:

We set prices at our discretion.