

eRMA User Manual

How to make an RMA request



October, 2023

Step 1

Sign in on the eRMA website

<https://erma.advantech.com.tw/Pro/>

Advantech eRMA



Request RMA Number




Check Repair Status



Check Product Warranty



Policy & Process

Please choose your location 

Please login or choose your location to submit your RMA request.

Step 2

Under the eRMA Service
Click RMA Request

ADVANTECH eRMA ☰

Search (ATSC)

eRMA Service ▼

- RMA Request**
- Import RMA Request
- My RMA Request
- My Statistics
- My Subscription
- User Manual (Register)
- Service Point

General Service ▼

- Policy & Process
- Warranty Lookup
- Extend Warranty Purchase
- Contact Us

Advantech RMA Service Presence

Advantech Global Service Center

Legend:

- Design Centers
- Manufacturing Centers
- Configure To Order Service Centers
- Logistics Centers
- System Repair Centers
- System & Board Repair Centers
- Circle Service



Service Centers:

- Amberg
- Ústí nad Orlicí
- Moscow
- Eindhoven
- Warsaw
- Munich
- Istanbul
- Ottawa
- Cincinnati
- Milpitas
- Irvine
- Monterrey
- Itajubá
- Beijing
- Xi'an
- Kunshan
- Bangalore
- Singapore
- Seoul
- Nohgata
- Taipei
- Hanoi
- Bangkok
- Penang
- Tokyo
- Melbourne

Step 3

Click Pick to select your company
And fill out the required information *



 eRMA Service 

RMA Request

Import RMA Request


My RMA Request

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Advantech
Warranty
Services

[Home](#) >> [eRMA Service](#) >> RMA Request

Guide

Customer

Sold To :

>>>>

Ship-To :

* Company Name :



Please select your company through [Pick]

* Contact Person :

* Phone No :

Mobile No. :

SMS

Check it to get SMS message while goods return.

E-mail Address :

Send

Notice

* Company Address (Street / House number) :

* Company Name :



Please select your company through [Pick]

* Contact Person :

* Phone No :

Mobile No. :


E-mail Address :




* Company Address (Street / House number) :


Please correct if original data is wrong

Step 4


Click >>>> to copy all the Sold-to info to Ship-to if the information is the same

ADVANTECH eRMA 


Search  (ATSC)  

eRMA Service 

- RMA Request
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- Service Point


General Service 


- Policy & Process
- Warranty Lookup
- Extend Warranty Purchase
- Contact Us



Home >> eRMA Service >> RMA Request

Guide **Customer**

Sold To : 

* Company Name : 
Please select your company through [Pick]

* Contact Person :

* Phone No :


Mobile No. : SMS
Check it to get SMS message while goods return.

E-mail Address : Send

Notice

* Company Address (Street / House number) :

Ship-To :

* Company Name : 
Please select your company through [Pick]

* Contact Person :

* Phone No :

Mobile No. :

E-mail Address :

* Company Address (Street / House number) :
Please correct if original data is wrong

Step 5

Click Add Product Items to start with creating RMA numbers

Region :

*Postal Code :

* Country :

Region :

*Postal Code :

* Country :

Shipping Instruction :

One Shipment :

+ Add Product Items


Item	Serial No	Product	Warranty	Service Fee
No data found				

Submit


Step 6


Input the Serial No
And click search to get related product information

New Item ×

Serial No:  Please input Serial No to get Product Name & Warranty Date

* Serial No: Warranty Date:

* Product Name: 

Whole-Set S/N: 

Cust. S/N:

Refurbished Cust. P/N:

Forwarder:

Tracking Code:

*Repair Center:

RMA Type:

Cust. Return PO#:

Cust. Reference#:

OS:

CPU: Attached

Revision:

Add-on Card: Attached

DRAM: Attached

* Problem:

Step 7

Input problem description as detailed as possible
Or by clicking Pick to choose the failure categories

Revision:

Add-on Card:

Attached

DRAM:

Attached

* Problem:

Pick

Please input Problem !!

- I do **NOT** need to be informed & confirmed if re-image for storage device is required during repair process.
(please **back up the data** in storage device before return)

Attached:

 Browse

Security Inspection Services : [?](#)

- Virus Scan - 10 USD (scanned by Trend Micro Portable Security™ 3, Windows and Linux only)
- Patch Update - 20 USD (virus scan + upgrade to the latest Windows patches)

Your attention, please:

- 1 .Whole-Set S/N and P/N are required if you return key part back only, or returned part will be treated as no warranty
- 2 .Please make a copy for your data before you send your storage device (ex: hard disk, solid state disk, compact flash, ...) to Advantech for repair, data retention or recovery is not Advantech's liability.

+ Add Item

Step 8

You can also add attachments, such as pictures or videos in order to provide further details of problem description

Revision:

Add-on Card:

Attached

DRAM:

Attached

* Problem:

Pick

Please input Problem !!

I do **NOT** need to be informed & confirmed if re-image for storage device is required during repair process.
(please **back up the data** in storage device before return)

Attached:

 Browse

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 + Add Item

Step 9

Click Add Item to complete the input data of the defective item
Repeat Step 5 again if you have more items

Revision:

Add-on Card:

Attached

DRAM:

Attached

* Problem:


Pick

Please input Problem !!

I do **NOT** need to be informed & confirmed if re-image for storage device is required during repair process.
(please **back up the data** in storage device before return)

Attached:

 Browse

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 Add Item

Step 10

Once you finish all the items,
Click Submit to receive RMA numbers

Region :

*Postal Code :

* Country :

Region :

*Postal Code :

* Country :

Shipping Instruction :

One Shipment :

+ Add Product Items

Item	Serial No	Product	Warranty	Service Fee
No data found				

Submit

*Go Together,
We Go Far and Grow Big*

