

RETURN AUTHORISATION

South Pacific Bowling Australia Pty Ltd · ABN 78 674 689 788

RA NUMBER

Complete this form, place a copy inside the carton. Incomplete forms delay assessment and credit.

1 YOUR DETAILS

BOWLING CENTRE / COMPANY

CONTACT NAME

PHONE

EMAIL

RETURN DELIVERY ADDRESS

YOUR PO / ORDER REFERENCE

2 REASON FOR RETURN

- ☐ Warranty claim ☐ Repair — service return ☐ Assess and quote only ☐ Damaged in transit
☐ Wrong item supplied by SPB ☐ Wrong item ordered by us ☐ Surplus stock — credit request ☐ Other — state in section 4
☐ Brunswick ERC — electronic assembly for the Electronic Repair Center (also complete page 2)

ORIGINAL SPB INVOICE NUMBER

DATE SUPPLIED / PURCHASED

ORIGINAL DELIVERY DOCKET NO.

3 GOODS BEING RETURNED

QTY	PART NUMBER	DESCRIPTION / MODEL	SERIAL NUMBER	CONDITION

Serial number is mandatory for warranty and repair returns. Stock credit requires goods unused and in original packaging.

4 FAULT OR ISSUE

DESCRIBE THE FAULT OR ISSUE — WHAT HAPPENS, WHEN IT STARTED, AND WHAT YOU HAVE ALREADY TRIED

FAULT OCCURS ☐ Constantly ☐ Intermittently ☐ Once only ☐ Not applicable PREV. REPAIRED? ☐ No ☐ Yes

LANE OR MACHINE NUMBER (IF APPLICABLE)

DATE FAULT FIRST NOTICED

5 WHAT YOU ARE ASKING US TO DO

- ☐ Repair and return ☐ Replacement ☐ Credit note ☐ Refund ☐ Quote only
INCLUDED IN THE CARTON ☐ Cables / looms ☐ Mounting hardware ☐ Original packaging ☐ Item only

DECLARATION

I confirm the details above are correct. I understand that: goods are returned at my cost and should be insured in transit; an RA number is not an admission of liability or an agreement to credit; warranty and repair returns are assessed before any outcome is confirmed, an assessment fee may apply, and no repair is carried out without my written approval of a quote; SPB is not liable for pre-existing damage, which is recorded in the condition report; stock credits are at SPB's discretion, require goods unused and in original saleable packaging, and may attract a restocking fee; goods uncollected 90 days after a decision may be disposed of; repair warranty covers SPB labour and parts, 90 days.

SIGNED

PRINT NAME AND POSITION

DATE

SOUTH PACIFIC BOWLING — OFFICE USE ONLY

RECEIVED BY

DATE RECEIVED

CONDITION ON ARRIVAL

TSR / CREDIT REFERENCE

SEND TO South Pacific Bowling — Returns, 35 Macaulay Street, Williamstown North VIC 3016, Australia · attention: RA [number]
QUESTIONS 1300 727 709 · orders@southpacificbowling.com · Quote your RA number on all correspondence

RA Return Form · v1.0

ERC ELECTRONICS SUPPLEMENT

Assembly traveller for the Brunswick Electronic Repair Center · page 2 of 2

RA NUMBER

Complete this page only for electronic assemblies. Page 1 must be completed as well. One supplement per assembly — copy this page if you are returning more than one.

A VENUE AND ASSEMBLY

VENUE NAME

BRUNSWICK CUSTOMER NUMBER

INSTALL DATE

PART NAME

PART NUMBER

SERIAL NUMBER

SENT BY

IF INTERMITTENT — HOW OFTEN DOES IT OCCUR?

LANES AFFECTED

☐

Odd

☐

Even

☐

Both

MALFUNCTION

☐

Constant

☐

Intermittent

LIGHTNING / SURGE?

☐

Yes

☐

No

B FAILURE TYPE — CHECK ALL THAT APPLY, AND BE SPECIFIC

Tablets / Consoles / Keypads / Bricks

- ☐ Broken screen
- ☐ No intercom audio to scorer
- ☐ No intercom audio to desk
- ☐ No communication to scorer
- ☐ Console will not reboot
- ☐ Hard drive failure
- ☐ No power
- ☐ No or wrong keyboard entry
- ☐ No console video
- ☐ Local LAN failure

Pinsetter Interface

- ☐ Pinsetter will not turn on
- ☐ Local LAN failure

Foul Units

- ☐ Continuous foul
- ☐ Continuous buzzer
- ☐ No foul

StringPin / Boost ST Pinsetter

- ☐ Gamemaker / Gamesetter trouble code
- ☐ Solenoid malfunction
- ☐ Motor malfunction

A & A-2 Pinsetter

- ☐ No trigger, first ball
- ☐ No trigger, second ball
- ☐ Wrong time delay

GS-Series Pinsetter

- ☐ Gamemaker / Gamesetter trouble code
- ☐ Solenoid malfunction
- ☐ Motor malfunction

Pinball Wizard

- ☐ No communication
- ☐ No bumpers

LCD Flat Screen Displays

- ☐ Broken bracket
- ☐ Broken touch screen
- ☐ Broken LCD display
- ☐ No video display
- ☐ No touch screen action
- ☐ No power

Lane Machine

- ☐ GUI battery dead
- ☐ No communication
- ☐ No power to GUI
- ☐ Burnt traces on circuit board
- ☐ No forward
- ☐ No reverse
- ☐ No duster motor
- ☐ No buffer motor
- ☐ White screen issues

Scanners & Cameras

- ☐ All LEDs lit (locked up)
- ☐ No new pin solenoid operation
- ☐ No foul signal
- ☐ Failed to score
- ☐ Incorrect score
- ☐ No take data signals
- ☐ Blurry pins
- ☐ Trips circuit breaker
- ☐ Impact damage
- ☐ No video on tester
- ☐ No power
- ☐ Constant ball detect
- ☐ No ball detect signal
- ☐ No data from scanner
- ☐ Unable to calibrate / align
- ☐ Can't adjust gain / bias pots
- ☐ No scanner start
- ☐ Incorrect motor operation

Hard Drives

- ☐ Lock up / no operation
- ☐ Unable to update
- ☐ No boot / reboot

C ADDITIONAL DETAIL OF THE PROBLEM OBSERVED

BE AS SPECIFIC AS YOU CAN — TROUBLE CODES, WHAT THE OPERATOR SAW, WHAT WAS TRIED

Failure-type categories follow the Brunswick Electronic Repair Center assembly traveller. Attach this page to the assembly, inside the carton, with page 1.