

# ELECTRONICS LINE, USA

## DVR RMA PACKAGING REQUIREMENTS

### **Important Notes:**

- *Whenever possible, use the ORIGINAL PACKAGING MATERIALS from your DVR when returning your DVR to EL-USA for repair or credit.*
  - *EL-USA ORIGINAL PACKAGING MATERIALS (complete and in good condition) are the only packaging materials guaranteed by EL-USA to properly protect your DVR during shipment. They were specifically designed for this purpose.*
  - *Electronics Line USA reserves the right to **VOID** your DVR's **WARRANTY** based on improper packaging. The entire unit or individual components can be severely damaged by shipping a DVR with improper packaging.*
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**Returns for Repair:** Do not include any of the cables or peripherals – please send the base unit only (rack unit or mini-tower). Remove rack 'ears' and any adapters prior to shipment. 411 and 431 series DVRs should be returned with their external power supply and power cable as these occasionally need to be tested with the DVR.

**Returns for Credit:** Include **EVERYTHING** from the original packaging: accessories, manuals, foam, keyboard, mouse, software disks, etc. These must be returned in 'New and Resaleable Condition' to avoid restocking fees.

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### **PROTECT YOUR DVR WITH THESE SIMPLE STEPS:**

#### **Step 1: Use a Corrugated Box**

Whenever possible, use your original EL-USA DVR box. However, the more times a box is used, the more it loses its original protective qualities. Therefore, a previously used box may not adequately protect your shipment. This is a judgment call. **We would be happy to provide you with a new box with foam upon request.**

If you must reuse a box, make sure it is rigid and in excellent condition with no punctures, tears, rips, or corner damage, and that all flaps are intact. Make sure to remove any labels and all other shipment markings from the box.

If you cannot find your original DVR packaging box and do not want to wait for EL-USA to ship you a new box with foam, please make sure to choose a box strength that is suitable for the contents you are shipping. Never exceed the maximum gross weight for the box, which is usually printed on the Box Maker's Certificate on the box's bottom flap.

The bulk of these packaging guidelines were adapted from UPS' own shipping guidelines:  
**[http://www.ups.com/content/us/en/resources/prepare/guidelines/prepare\\_package1.html](http://www.ups.com/content/us/en/resources/prepare/guidelines/prepare_package1.html)**

**Refer to the charts below for recommendations so you can determine the proper size and maximum gross weight limit of a box:**

**UPS Single Wall Box Strength Guidelines: Single Wall Corrugated Fiberboard**

Maximum Weight of Box and Contents (lbs/kg)	Size Limit of Box Length, Width and Depth Added (in./cm)	Minimum Bursting Test (lbs per sq. inch/kg per sq. cm)	Minimum Edge Crush Test (ECT) (lbs per in./kg per cm width)
30 / 13.6	75 / 190.5	200 / 14.1	32 / 5.7
40 / 18.1	75 / 190.5	200 / 14.1	40 / 7.1
50 / 22.7	85 / 215.9	250 / 17.6	44 / 7.9
65 / 29.5	95 / 241.3	275 / 19.3	55 / 9.8
80 / 36.3	105 / 266.7	350 / 24.6	N/A

**UPS Double Wall Box Strength Guidelines: Double Wall Corrugated Fiberboard**

Maximum Weight of Box and Contents (lbs/kg)	Size Limit of Box Length, Width and Depth Added (in./cm)	Minimum Bursting Test (lbs per sq. inch/kg per sq. cm)	Minimum Edge Crush Test (ECT) (lbs per in./kg per cm width)
60 / 27.2	85 / 215.9	200 / 14.1	48 / 8.6
80 / 36.3	95 / 241.3	275 / 17.6	51 / 9
100 / 45.4	105 / 266.7	350 / 24.6	61 / 10.9
120 / 54.4	110 / 279.4	400 / 28.1	71 / 12.7
140 / 63.5	115 / 292.1	500 / 35.2	82 / 14.6
150 / 68	120 / 304.8	600 / 42.2	N/A

*\*The above box strengths are only guidelines to help assure the containment and protection of products.*

**Step 2: Provide Internal Protection**

**\*\*\* IT IS IMPORTANT THAT YOU CUSHION THE CONTENTS OF YOUR PACKAGE PROPERLY. \*\*\***

**YOUR DVR MUST BE SURROUNDED BY AT LEAST TWO INCHES (5 cm) OF CUSHIONING ON ALL (6) SIDES. THE FOAM/CUSHIONING MUST BE SNUG WITH THE BOX ON ALL (6) SIDES**

This will protect your items from product-against-product damage and shield them from the shock and vibration that can be conducted from the exterior of the box to its contents in transit.

Please use proper cushioning material (thick, 2” foam ONLY), combined with a strong outer container, to protect your shipment fully. Make sure you use enough cushioning material to ensure that the contents do not move when you shake the container. This is EXTREMELY important to ensure safe shipment of your DVR.

**IMPROPER CUSHIONING MATERIAL INCLUDES:**

Newspaper, bubble pack, bubble wrap, inflatable packaging (air bags), polystyrene 'peanuts', clothing, blankets, pillows, corrugated liners/inserts, foam-in-place (sprayed-in foam) and crumpled Kraft paper. While these materials may be suitable for some types of regular product shipments, DVRs are heavy and contain parts that may be damaged by excessive shock (G-Force) to the unit.

**ONLY PACKAGING FOAM (2” or thicker) IS ACCEPTABLE PACKAGING FOR YOUR DVR SHIPMENT.**

## **ACCEPTABLE PACKAGING FOAM TYPES:**

**Packaging Foam:** Materials may include expanded polystyrene, polyethylene, polypropylene, or copolymers



*A properly packaged DVR will have packaging foam (2” minimum) surrounding it on ALL SIDES. The foam MUST BE SNUG with the sides of the box, and the DVR should not be able to move at all inside the box or foam.*

### **Step 3: Close Your Container Securely**

Proper closure of your container is just as important as proper cushioning for the safety and security of your shipment.

To close a box securely, DO NOT use masking tape, cellophane tape, duct tape, string, or paper over-wrap. Instead, USE A STRONG TAPE -- two inches (5 cm) or more in width -- such as these types:

#### **Pressure-sensitive plastic or nylon-reinforced tape**

- Generally the easiest, most convenient tape to use
- Versatile because it adheres without water and sticks to a variety of surfaces and shapes
- Apply three strips to both the top and bottom of the box

#### **Fiber-Reinforced tape**

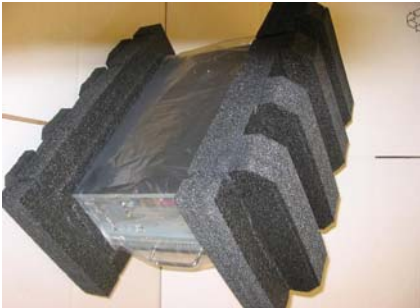
- Use 60 lb (27 kg) grade tape at least three inches (8 cm) wide
- Requires only two center-seam strips of tape for both the top and bottom of the box, due to the reinforcing fibers (2 strips each, top and bottom)

### **Step 4: Use Proper Labeling**

For fast and efficient delivery, keep these points in mind when labeling your RMA Return:

- Always include EL-USA's mailing address: 5637 Arapahoe Ave., Boulder, CO 80303
- Always include the RMA number in large print, easily visible, on the top AND side of the box.
- Place the shipping label on the top of the package. To avoid confusion, place only one address label on the package. If you are using a packing slip, place it on the same surface of the package as the address label.
- Do not place the label over a seam or closure or on top of sealing tape.
- Remove or cross out old labels or markings on a used box.
- Always include your complete return address, including full street address and postal code. For international shipments, include a contact name, telephone number, and postal code.
- Place a duplicate label or other form of identification inside your package, including the RMA number and any information you wish for our RMA technicians to have for enhanced troubleshooting, and/or special instructions.

**Properly Packaged DVR:**



**Improperly Packaged DVR:**



**Paper used as padding**



**Packing Peanuts**



**Bubble Wrap**



**No Space Between DVR and Box**

**\*\*No Padding\*\***

*\*Note: UPS does not provide special handling for packages with "Fragile", package orientation (e.g., "UP" arrows or "This End Up" markings), or any other similar such markings.*