

RMA #

	Billing Info	Return Controller To
Contact Name:		
Phone #:		
E-Mail:		
Address:		
Address:		
City, State, Zip		
PO Reference #:		
Shipping Instructions:	<input type="checkbox"/> Expedite Shipment <input type="checkbox"/> Insure Shipment	
Unless otherwise noted; (1) All return shipments will be shipped uninsured via UPS Ground; (2) Insured shipments are insured for the amount of the repair cost. Shipping and insurance costs are added to invoice. All repairs are warranted for one year.		

**PLEASE DESCRIBE PROBLEM WITH AS MUCH DETAIL AS POSSIBLE:**

**CONTROLLER INFORMATION:**

Network Controller Type:	Firmware Version	Software Version	MAC Address or Serial #
<input type="checkbox"/> NCRE (old style standard) <input type="checkbox"/> NCRE/A (new style standard) <input type="checkbox"/> NCREL/A (new style mini) <input type="checkbox"/> Other _____			
Application Controller Type:	Type <small>(ie; VAV8623)</small>	Firmware Version	Part #
<input type="checkbox"/> Smart2 <input type="checkbox"/> Smart1 <input type="checkbox"/> SMVU <input type="checkbox"/> Other _____			
Service Tool:	Type <small>(ie; brown or white)</small>	Firmware Version	Keypads are not repairable and cannot be guaranteed.
<input type="checkbox"/> Smart2 Service Tool			

**METCON REPAIR NOTES & COMMENTS:**

Ship controllers to be repaired to:  
 MetCon, LLC    15335 SE Ten Eyck Rd    Sandy, OR 97055  
 (503) 720-0895    fax (503) 501-4959