



## Cisco-SA Product Repair

### RMA Request

- [▶ RMA Frequently Asked Questions \(PDF\)](#)
- [▶ RMA Procedure \(PDF\)](#)
- [▶ RMA Request Form](#)
- [▶ Order Repair Tags](#)

### Repair Reports

- [▶ Repair Exchange Report](#)
- [▶ Repair Statistics Report](#)

### Cisco/SPVTG Repair Centers

#### North America (All products except PowerVu)

Toll-Free: 1-800-722-2009, option 3-1  
Fax: 1-770-236-5477  
E-mail: [returnforrepair@cisco.com](mailto:returnforrepair@cisco.com)

#### North America (PowerVu products)

Toll-Free: 1-888-949-4786, option 1  
Fax: 1-416-299-7145  
E-mail: [returnforrepair@cisco.com](mailto:returnforrepair@cisco.com)

#### Europe (All products)

Telephone: +32-56-445-444  
Fax: +32-56-445-051  
E-mail: [toeu-vtg@cisco.com](mailto:toeu-vtg@cisco.com)

#### Emerging (except Latin America)

Telephone: +32-56-445-444  
Fax: +32-56-445-051  
E-mail: [toeu-vtg@cisco.com](mailto:toeu-vtg@cisco.com)

#### Latin America Region (All products)

##### Brazil

Telephone: +55-11-5508 1505  
Fax: +55-11-5508 9998  
E-mail: [fattinl@cisco.com](mailto:fattinl@cisco.com)

##### Mexico

Toll-Free: 1-800-722-2009  
Telephone: +52 55 5267 1808  
Fax: 1-770-236-5477  
E-mail: [lopezma@cisco.com](mailto:lopezma@cisco.com)

#### Latin America (except Brazil and Mexico)

Telephone: +1-770-236-5662  
Fax: +1-770-236-5477  
E-mail: [toem-vtg@cisco.com](mailto:toem-vtg@cisco.com)

#### Asia Pacific Region (All products)

##### China (mainland)

Telephone: 86-21-24014433  
Fax: 86-21-24014455  
Email: [xishan@cisco.com](mailto:xishan@cisco.com)

##### Japan

Telephone: +81 3 6434 6013  
Fax: +81 3 6434 6242  
E-mail: [toapj-vtg@cisco.com](mailto:toapj-vtg@cisco.com)

##### Korea

Telephone: +82-2-3429-8800  
Fax: +82-2-3453-0852  
E-mail: [toapj-vtg@cisco.com](mailto:toapj-vtg@cisco.com)

#### Asia Pacific (except Japan, Korea, India)

Telephone: +852-2588-4746  
Fax: +852-2588-3139  
E-mail: [toapj-vtg@cisco.com](mailto:toapj-vtg@cisco.com)

##### India

Telephone: +91 22 4043 4143  
Fax:  
E-mail: [toapj-vtg@cisco.com](mailto:toapj-vtg@cisco.com)

### PowerVu Products

[Content Distribution Products \(PowerVu\) Technical Support and Repair Information](#)



## Authorized Repair Centers

### Authorized Repair Centers - North America

#### **Broadband Concepts, LLC** (Explorer out-of-warranty repair only)

P.O. Box 2155  
Mansfield, Ohio 44905  
President: Dale Phillips  
Telephone: 419-589-2365  
Fax: 419-529-8799  
Email: [broadbandconcepts@embarqmail.com](mailto:broadbandconcepts@embarqmail.com)

#### **The Cablesoppe Inc.** (Explorer in & out-of-warranty repair only)

1410 Birchmount Road,  
Toronto, ON, M1P 2E3  
Canada.  
Telephone: 416 293 3634  
Fax: 416 293 5258  
Contact: Stan Muthulingam  
Email: [info@thecablesoppe.com](mailto:info@thecablesoppe.com)

#### **Communications Test Design, Inc.** (IP-STB and Cable Modems in and out-of-warranty repair)

45-E Butterfield Trail  
El Paso, TX 79906  
Contact: CTDI Customer Care Team  
Telephone: 915 613-4335  
Fax: 915 603-3006, extension 7150  
Email: [CiscoSupport@CTDI.com](mailto:CiscoSupport@CTDI.com)

#### **Contec, LLC** (Explorer in and out-of-warranty repair)

1023 State Street  
Schenectady, NY 12307-1511  
Telephone: (518) 382-8000  
Contact: Carroll Foreman - Chief Operating Officer  
Telephone: (518) 382-8000 x2800  
Email: [cforeman@gocontec.com](mailto:cforeman@gocontec.com)

#### **Keystone International Holdings, LLC** (Explorer out-of-warranty repair only)

(all) NonStop Digital Companies  
947 S 48th St, Suite 123  
Tempe, AZ 85281  
Telephone: 480-784-2760  
Fax: 480-784-2771  
Contact: Gordon Stone  
Email: [gordon.stone@keystoneih.com](mailto:gordon.stone@keystoneih.com)

#### **OVCS, Inc. (Ohio Valley Cable Services)** (Explorer and cable modems out-of-warranty repair only)

1030 Freeway Drive North, Building Six  
Columbus, Ohio 43229  
Telephone: 614-890-1782  
Fax: 614-890-3868  
Contact: Doug Tompkins  
E-mail: [DTompkins@ovcs.tv](mailto:DTompkins@ovcs.tv)

#### **Solution Digitale Inc./Digital Solution Inc.** (Explorer in and out-of-warranty repair)

1474 rue Cunard  
Laval, Quebec  
Canada  
H7S 2B7  
Telephone: (450) 967-8820  
Fax: (450) 967-8271  
Contact: Michel Desmarais – Plant Manager



Email: [desmaraism@solutiondigitale.com](mailto:desmaraism@solutiondigitale.com)

**Worldwide Digital (Explorer in and out-of-warranty repair)**

5845 East 14th Street - Suite C  
Brownsville, TX 78521  
Contact: Sam Camarillo - Customer Service Manager  
Telephone: (956) 541-0600

#### Authorized Repair Centers - EMEA Region

**Communications Test Design, Inc. (IP-STB and Cable Modems in and out-of-warranty repair)**

CTDI Nethouse Services Kft.  
Toth Arpad u. 1/B  
1183 Budapest  
Hungary  
Telephone: +36-1-296-1874  
Fax: +36-1-297-1610  
Contact: Tamas Juhasz  
Email: [tamas.juhasz@ctdi-nethouse.com](mailto:tamas.juhasz@ctdi-nethouse.com)

**Jabil Circuit Hungary Ltd. JGS Division (IP-Settop (KMM) in and out of warranty)**

Vasarter u. 1  
9700 Szombathely  
Hungary  
Telephone: +36 94 886 153  
Fax: +36 94 886 143  
Contact: Peter Skafar  
Email: [peter\\_skafar@jabil.com](mailto:peter_skafar@jabil.com)

**Regenersis PLC (Explorer in and out-of-warranty repair)**

Westwood One,  
1 James Watt Avenue  
Westwood Park  
Glenrothes, KY7 4UA  
United Kingdom  
Telephone: +44 (0)1592 774704  
Contact: Stuart Williams - Business Development Executive  
Tel: +44 (0)1592 774704  
Email: [stuart.williams@regenersisplc.com](mailto:stuart.williams@regenersisplc.com)

#### Authorized Repair Centers - Latin America Region

**Global Tecnologia En Resparos Ltda. (Authorized for Cable Modem and Digital Set-Tops in and out-of-warranty repair)**

Rua Caiara , 202  
Santo Amaro - 047030-030  
São Paulo - Brasil  
Telephone: +55 (11) 5641 7247  
Contact: Alvaro Vilella - Director  
Email: [alvaro.vilella@globalreparos.com.br](mailto:alvaro.vilella@globalreparos.com.br)

**TECCAM S.R.L. (Cable modems in and out-of-warranty repair)**

Francisco Bucarelli 3053  
(1431) Ciudad Autonoma de Buenos Aires  
Argentina  
Telephone: 54-11-4542-4511  
Fax: 54-11-4542-2382  
Contact: Vicente Campolongo  
Email: [vcampolongo@teccam.com.ar](mailto:vcampolongo@teccam.com.ar)



#### Authorized Repair Centers - Asia Pacific Region

##### **Communications Test Design, Inc. - India** (Explorer Set-Tops in and out-of-warranty repair)

CTDI - India

196, Sector – 6, IMT Manesar,

Gurgaon 122 051

Haryana

India

Telephone: +91-124-4748777

Fax: +91-124-4147120

Contact: Amit Upreti

Email: [amit.upreti@ctdi.in](mailto:amit.upreti@ctdi.in)