



RMA Shipping Procedures

This appendix describes the procedures for packaging and returning ASR 5500 chassis components via the Cisco Return Material Authorization (RMA) process.

For detailed information on Cisco RMA policies (including detailed shipping instructions), go to the **Product Online Web Returns (POWR)** link on www.cisco.com.



Important To ensure warranty coverage, these procedures also apply to shipments between customer sites or parts depots.

This appendix includes the following sections:

- [RMA Overview, page 1](#)
- [Packaging ASR 5500 Cards, page 3](#)

RMA Overview

This section describes general requirements when packaging ASR 5500 components for shipment.



Important All components must be properly packaged to prevent damage in transit. Items should never be shipped without packaging foam, bubble wrap and a static bag. Crushed or damaged boxes/pallets should never be used for returning items.

The following general guidelines apply when packaging components:

- It is best to use the original Cisco box and packaging in which your equipment was sent and received. You can use a shipping carton saved when the system and its components were installed. You can also use the packaging for a replacement component to repackage the original component.
- If the original box is missing or damaged, you can request that Cisco send a suitable shipping carton when requesting an RMA.
- Items should be securely sealed and, if necessary, fixed onto pallets.
- Detailed ship-to instructions will be provided when you apply for the RMA from Cisco.

Re-packaging Your RMA

If using the original Cisco box and packaging, properly place the item within the packaging material.

If using a non-Cisco shipping carton and packing material, be sure the item is properly surrounded with bubble wrap or packaging foam to ensure restriction in movement during transport.



Caution

The use of anti-static packaging materials is highly recommended. At the very least, the item must be enclosed in a sealed anti-static envelope or bag to prevent damage to ESD sensitive devices.

Shipping Multiple Components

The preferred method for RMA shipping requires that each component be properly packed in an individual box.

If you must ship multiple items within the same box, be sure each part is protected in its own anti-static bag and padded carton, and is separated from other cartons with packing foam or bubble wrap. The shipping carton must be sturdy enough to handle the weight and size of the items within it.



Important

Items should never be returned loosely packed and unprotected from ESD.

Sealing the Shipment

The box or shipping container must be securely sealed using appropriately reinforced packaging tape. Do not use masking or transparent (light duty) tape to secure or seal packaging.

Chassis or other large units must be covered and securely strapped down to a pallet. An unstrapped or loosely strapped item can easily tip during transit, resulting in expensive damage and repair costs.

Labeling the Shipment

All returned items must include the RMA number (and Quote Number for Trade-In Returns) on every box being returned.

For Trade-In Returns, a POWR tool label must be placed on the outside of each box.

These reference numbers should also be listed on the shipper's air bill.



Important

Mislabelled or unlabeled RMAs delay the receiving and crediting processes.

Cisco Return Locations

For a list of authorized Cisco return centers, go to the **Authorized Return Locations** link on www.cisco.com.

Packaging ASR 5500 Cards

This section provides detailed instructions for packaging ASR 5500 front and rear cards using Cisco shipping cartons.

Front Cards

The packing instructions in this section apply to the following cards:

- Fabric and Storage Card (FSC)
- System Status Card (SSC)



Important

Front cards use the smaller ESD bags and shipping cartons.

The packaging sequence is as follows:

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- Step 1** Place the card inside the ESD bag; fold over and seal the bag with an ESD Label or invisible tape as shown in the figure below.
- Step 2** Place the card in the carton as shown in the figure below.
- Step 3** Place the top piece of foam over the card.
- Step 4** Close the carton and seal it with shipping tape. See [Sealing the Shipment](#), on page 2.
- Step 5** Place the shipping label on the outside of the carton. See [Labeling the Shipment](#), on page 2.

Figure 1: Front Card Packaging



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Rear Cards

The packing instructions in this section apply to the following cards:

- Management Input/Output (MIO) or Management Input/Output Universal (UMIO) card
- Data Processing Card (DPC) or Data Processing Universal (UDPC)
- Data Processing Card v2 (DPC2) or Data Processing Universal v2 (UDPC2)



Important

Rear cards use the larger ESD bags and shipping cartons. There are very slight differences in the cutouts at the rear of the MIO/UMIO, DPC/DPC2 or UDPC/UDPC2 foam.

**Important**

MIO/UMIO cards must be returned with all SFP+ transceivers installed. Replacement MIO/UMIO cards are shipped with new SFP+ transceivers installed.

The packaging sequence is as follows:

Step 1

Place the card inside the ESD bag; fold over and seal the bag with an ESD Label as shown in the figure below.

Figure 2: Rear Card Packaging



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Step 2

Place the card in the carton as shown in the figure below.

Step 3

Place the top piece of foam over the card.

Step 4

Close the carton and seal it with shipping tape. See [Sealing the Shipment](#), on page 2.

Step 5

Place the shipping label on the outside of the carton. See [Labeling the Shipment](#), on page 2.

