



RMA Shipping Procedures

This appendix describes the procedures for packaging and returning ASR 5000 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 5000 Cards, page 3](#)

RMA Overview

This section describes general requirements when packaging ASR 5000 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.



Important

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. The RMA number can be obtained from the POWR link on www.cisco.com or your Cisco TAC advisor.

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

Mislabeled 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 5000 Cards

This section provides detailed instructions for packaging ASR 5000 cards using Cisco shipping cartons.

Three types of cartons are used based on the card type being returned:

- [Application Cards](#), on page 3
- [Line Cards \(except XGLC\)](#), on page 5
- [10 Gigabit Ethernet Card \(XGL\)](#), on page 9

Application Cards

Application Card Types

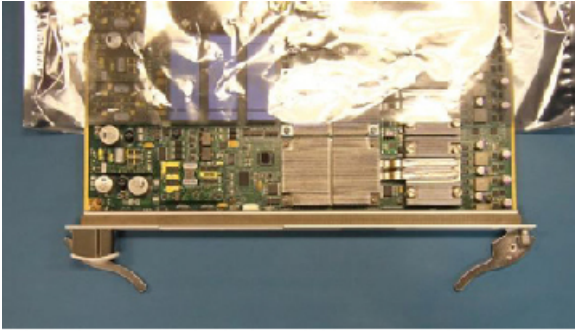
The packing instructions in this section apply to the following full-height SMC and packet processing cards:

- ASR5K-SMC-K9 – System Management Card (SMC)
- ASR5K-PSC-64G-K9 – Packet Services Card 3 (PSC3)
- ASR5K-PSC-32G-K9 – Packet Services Card 2 (PSC2)
- ASR5K-PSC-16G-K9 – Packet Services Card Type A (PSCA)
- ASR5K-PPC-K9 – Packet Processing Card 3 (PPC)

Packaging an Application Card

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 tape as shown in the photos.

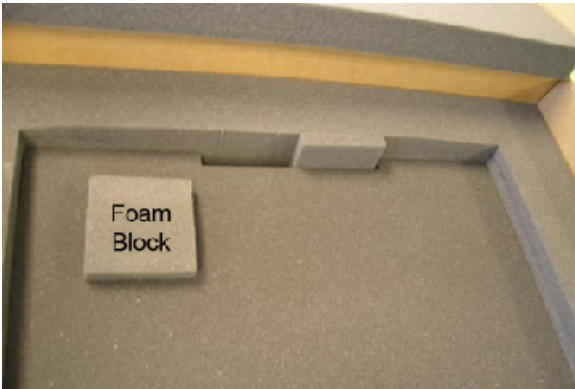


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Step 2 If packing an SMC, a foam block must be removed from the bottom foam near the connector cut outs.



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Step 3 Place the card in the carton as shown in the photos.



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- Step 4** Place the top piece of foam over the card.
- Step 5** Close the carton and seal it with packaging tape. See [Sealing the Shipment](#) for additional information.
- Step 6** Place the shipping label on the outside of the carton. See [Labeling the Shipment](#) for additional information.
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Line Cards (except XGLC)

Half-Height Line Card Types

The packing instructions in this section apply to the following half-height card types:

- ASR5K-C4OC3-MM-K9 – Channelized Line Card 2 (CLC2) [MM SFP]
- ASR5K-C4OC3-SM-K9 – Channelized Line Card 2 (CLC2) [SM SFP]
- ASR5K-01100E-K9 – Fast Ethernet Line Card (FELC)
- ASR5K-08100E-K9 – Fast Ethernet Line Card 2 (FLC2)
- ASR5K-4OC3C-MM-K9 – Optical Line Card 2 (OLC2) [MM SFP]
- ASR5K-4OC3C-SM-K9 – Optical Line Card 2 (OLC2) [SM SFP]
- ASR5K-041GE-SX-K9 – 4-Port Ethernet 1000 Line Card (QGLC) [SX MM SFP]

- ASR5K-041GE-LX-K9 – 4-Port Ethernet 1000 Line Card (QGLC) [LX SM SFP]
- ASR5K-041GE-T-K9 – 4-Port Ethernet 1000 Line Card (QGLC) [copper SFP]
- ASR5K-042GE-SX-K9 – Rev2 4-Port Ethernet 1000 Line Card (QGLC) [SX MM SFP]
- ASR5K-042GE-LX-K9 – Rev2 4-Port Ethernet 1000 Line Card (QGLC) [LX SM SFP]
- ASR5K-042GE-T-K9 – Rev2 4-Port Ethernet 1000 Line Card (QGLC) [copper SFP]
- ASR5K-011GE-SX-K9 – Gigabit Ethernet 1000 Line Card (GLC) [SX MM SFP]
- ASR5K-011GE-LX-K9 – Gigabit Ethernet 1000 Line Card (GLC) [LX SM SFP]
- ASR5K-011GE-T-K9 – Gigabit Ethernet 1000 Line Card (GLC) [copper SFP]
- ASR5K-011G2-SX-K9 – Gigabit Ethernet 1000 Line Card (GLC2) [SX MM SFP]
- ASR5K-011G2-LX-K9 – Gigabit Ethernet 1000 Line Card (GLC2) [LX SM SFP]
- ASR5K-011G2-T-K9 – Gigabit Ethernet 1000 Line Card (GLC2) [copper SFP]
- ASR5K-RCC-K9 – Redundancy Crossbar Card (RCC)
- ASR5K-SPIO-BNC-K9 – Switch Processor I/O, BNC BITS
- ASR5K-SPIO-3PN-K9 – Switch Processor I/O, 3-Pin BITS
- ASR5K-SPS3-BNC-K9 – Switch Processor I/O, BNC BITS with Stratum 3 module
- ASR5K-SPS3-3PN-K9 – Switch Processor I/O, 3-Pin BITS with Stratum 3 module

Packaging a Half-height Line Card

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 or tape as shown in the photos.



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Step 2

Place the card within the bottom piece of foam as shown in the photos. If packing an RCC or SPIO, a foam block must be removed from the bottom foam near the connector cut outs.



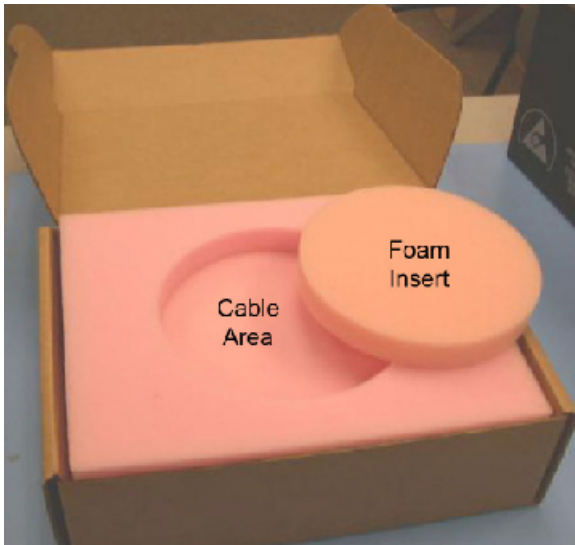
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Step 3 Place the top piece of foam over the card.

Step 4 If you are returning the cable assembly with a SPIO, remove the round insert from the top piece of foam and place the cable assembly in the cutout.



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Step 5 Close the carton and seal it with packaging tape. See [Sealing the Shipment](#) for additional information.

Step 6 Place the shipping label on the outside of the carton. See [Labeling the Shipment](#) for additional information.

10 Gigabit Ethernet Card (XGL)

XGLC Card Types

The packing instructions in this section applying to the following full-height XGLCs:

- ASR5K-0110G-MM-K9 – 1-Port 10 Gigabit Ethernet Line Card (XGLC) [MM SFP+]
- ASR5K-0110G-SM-K9 – 1-Port 10 Gigabit Ethernet Line Card (XGLC) [SM SFP+]

Packaging a Full Height XGLC

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 or tape as shown in the photos.



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Step 2 The XGLC shipping carton includes a bottom foam piece and two top foam pieces. Insert the XGLC in the bottom foam piece and place the two top pieces in the slots at either ends of the card as shown in the photos:



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Step 3 Close the carton and seal it with packaging tape. See [Sealing the Shipment](#) for additional information.

Step 4 Place the shipping label on the outside of the carton. See [Labeling the Shipment](#) for additional information.
