

## 3M Touch Systems Warranty Return Process

3M Touch Systems' customers who have a valid warranty claim should complete the request form found on 3M's website: [https://www.3m.com/3M/en\\_US/electronics-us/touchwarranty/](https://www.3m.com/3M/en_US/electronics-us/touchwarranty/)

The customers will be notified by email or phone that their request has been approved or rejected and if approved will be provided an RMA number.

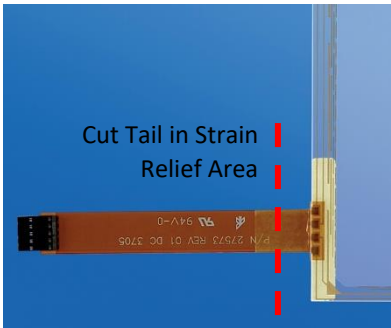
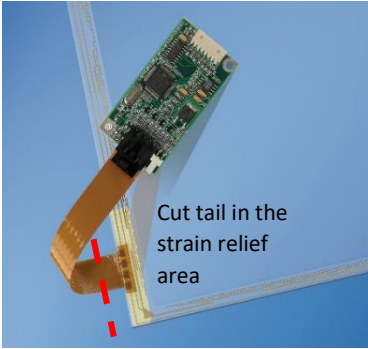

The customer will have **30 days** from the date the RMA number is issued to return the material per the instructions below to the address below. Any RMA open more than 30 days will be cancelled.

Package and return all RMA material to the following address for processing:

**Panurgy OEM**

3M RMA # [insert number here]  
701 Ford Rd - South Dock  
Rockaway, NJ 07866

The RMA number must appear on the packaging as well as on the shipping paperwork. In order to honor a warranty claim, the instructions below must be followed. If 3M does not receive the product as described, this will result in the warranty claim being denied.

<p><b><u>For SCT Sensors</u></b></p> <p>Customer must cut the tails on the sensor per the image below and return them to the address below</p>  <p>The tails <b>MUST</b> include the 3M barcode/part number labels in full or the RMA cannot be processed</p>	<p><b><u>For SCT Systems</u></b></p> <p>Customers must cut the tails on the system per the image below and return the tail <b>AND</b> the attached controllers for the RMA to be processed</p>  <p>The tails <b>MUST</b> include the 3M barcode/part number labels in full or the RMA cannot be processed</p>	<p><b><u>For PCAP Sensors</u></b></p> <p>Customers must cut the tails on the system per the image below and return the tail. On systems with multiple tails only the tails which include the 3M part number label should be returned.</p> 
<p><b><u>All Controllers</u></b></p> <p>SCT or PCAP controller boards being returned for warranty issues should be always have their part number label intact.</p>		
<p><b><u>All Displays</u></b></p> <p>Displays should be packaged in a suitable box with ample cushioning to ensure that they arrive for RMA processing in good condition. 3M will not be responsible for damage caused by poorly packaged displays. Boxes containing a display 32" or larger, should additionally be strapped, standing up to a pallet per the Packaging and Shipping Notice on the following page. 3M no longer has access to display packaging if the customer has not retained their packaging.</p>		



March 10, 2021

## **Packaging and Shipping Recommendation Notice**

### **Effective Immediately**

Due to the size and weight of 3M's C42, C46, C55 and C65 displays, 3M strongly recommends palletized shipment of these displays for both single and multiple shipments. Our experience has shown that non-palletized shipments have a high rate of damage from shipment. Although 3M has found palletized shipments to be preferable, many other factors associated with selection of pallets, packaging materials and transportations methods are outside of 3M's control. Accordingly, unless otherwise agreed in writing, 3M does not accept liability for damage to displays resulting from damage during transport.



Single Unit Shipment



Multiple Unit Shipment

Boxes are NEVER to extend beyond the edge of the pallet.