



Advance Exchange Hardware Return Process

1. Pack the defective unit into the shipping container that the replacement unit was delivered in. Please use care when packaging the return unit. All cost for physical repair or replacement due to improper packing or de-installation will be your responsibility.
2. The Customer Support Center will send an email containing the instructions to obtain and print an electronic return slip from UPS.
3. Scheduling a UPS pickup:
 - a. Contact UPS at 1-800-742-5877
 - b. When prompted by the automated system, select the options below in the following order:
 - 1) Send a package
 - 2) Schedule a pickup
 - 3) Pre paid return
 - 4) Enter your phone number
 - c. After you are routed to a UPS agent you will be asked to provide the following information
 - 1) Contact name for pickup
 - 2) Business Name
 - 3) Pickup Address
 - 4) Whether the pickup address is a business or residence
 - 5) UPS tracking number
 - 6) Any special instructions for the courier
 - 7) Select "UPS Ground" as the return service

*****Note:** There is **NO FEE** for a UPS pickup, even if the UPS agent initially states that there is. Once the agent enters the air bill number into their system it will alert them that the pick up is free of charge

If you need any assistance or have not received the return instructions please contact the Customer Support Center using the contact details below.

Telephone Support:

North America 866-745-5274
EMEA: +800 PILLAR FS (+800 74 55 27 37)
Asia Pacific: +1-408-518-4515

Email support

support@pillardata.com

Customer Support Portal

<http://support-portal.pillardata.com/csportal/login.seam>

Defective Parts Must Be Returned to Pillar Data Systems within 10 Business days



Field Replacement Unit Compatibility Requirements

Pillar Data Systems' Field Replacement Units (FRU's) require a hardware compatibility matrix in order for the FRU's to be recognized by the Axiom. The hardware compatibility matrix is included in the AxiomOne OS and is updated whenever new FRU's are released by Pillar Data Systems. A new hardware compatibility matrix is automatically applied whenever you update our AxiomOne OS or you can manually update just the hardware compatibility matrix.

You can verify that your Axiom is on the most current AxiomOne release or has the most recent hardware compatibility matrix at <KB article>. The hardware compatibility Knowledge Base (KB) article lists the minimum required AxiomOne OS and hardware compatibility matrix for all FRU's. The KB article also has instructions on how to obtain the current AxiomOne release or hardware compatibility matrix and installation instructions.

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ESD Precautions: Proper Circuit Board Handling Procedures

What is Electrostatic Discharge (ESD)?

Electrostatic discharge (ESD) is the sudden and momentary electric current flows between two objects at different electrical potentials direct contact or induced by an electrostatic field. The term is usually used in the electronics industries to describe momentary unwanted currents that may cause damage to electronic equipment.

Steps to prevent circuit board damage from ESD

1. A static control wrist strap **MUST** be worn when handling circuit boards.
2. Treat ALL circuit boards as ESD-sensitive.
3. Transport all circuit boards in static-shielding bags, pouches, cases or containers.
4. Handle all circuit boards at static-safe workstations only.
5. Store all circuit boards in static-protective cabinets.
6. Do not use torn or punctured static-shielding bags.
7. Do not place instructions, customer orders or repair tags inside the protective packaging with the circuit boards.
8. Do not allow chargeable plastics within three feet of unprotected circuit boards.
9. Use ESD precautions when handling cords, wiring, connectors, and plugs which are directly connected to peripherals or the common equipment.