

TECHNICAL MANUAL

DOC33-0009

SBM-500 - 500 Watt Digital Transmitter System

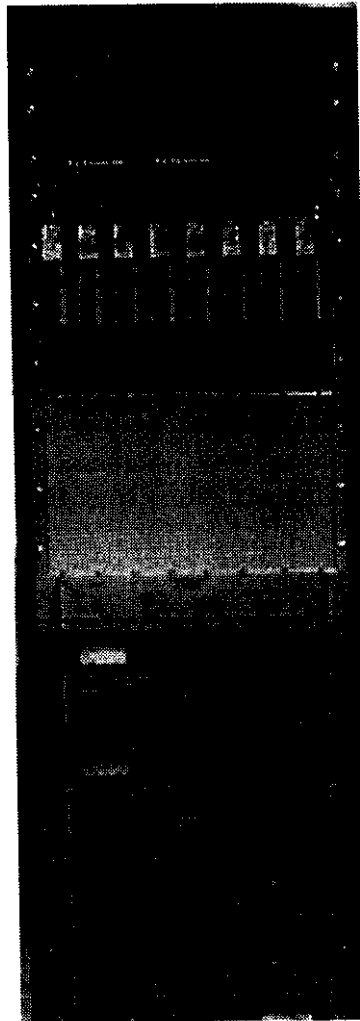


FIGURE 10-0009-1

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SECTION 5

This section will give you the information you need to contact Comwave customer service and return equipment for repair.

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CUSTOMER SERVICE

Comwave's customer service personnel are available 24 hours a day to assist with any questions or complications that may arise. After regular business hours, 8-5 Monday through Friday, an answering service will answer calls and forward messages to the appropriate person.

Comwave Crestwood Industrial Park 395 Oakhill Road Mountaintop, PA 18707	
1-800-266-9283	USA & Canada
1-570-474-6751	International & USA
(Please note, as of 12/98, our area code changed from 717 to 570)	
1-570-474-5469	FAX
(Please note, as of 12/98, our area code changed from 717 to 570)	

EQUIPMENT RETURNS

In the event the equipment requires return for factory service, please follow the guidelines listed. Comwave cannot be held responsible for damaged equipment received due to improper packing. Contact Comwave with any questions or concerns regarding returning or packaging of equipment.

1. **Contact Comwave:** Call Comwave to report the problem and to obtain a "Return Authorization" number (RA). This enables Comwave to accurately track and identify returned equipment for prompt and efficient service. If you do not obtain an RA number prior to sending equipment back Comwave cannot be held responsible for delays in receiving the equipment. These delays will inevitably cause time loss in repairing and returning your product to you.
2. **Obtain packaging materials:** Use original boxes and packing materials when returning any equipment. This will safeguard against most in-transit damages. If original boxes and packing materials are not available, contact Comwave to obtain replacement materials prior to shipping. Replacement materials are provided at a nominal cost.
3. **Pack equipment:** Use original packing materials and directions provided. Most equipment is packed in a box within another box; this varies with each product. Double boxing provides maximum protection.

Caution: Do not pack equipment using "PEANUTS." Equipment packed using "PEANUTS" as filler does NOT provide sufficient protection during shipping. Rough handling by the carrier may cause permanent damage to the equipment being returned. COMWAVE cannot be held responsible for damaged equipment received due to improper packing.

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PACKAGING FOR RETURN

1. Start with an empty box, figure 20-0002-1, from Comwave, if you don't have one please inform customer service when you contact them for a return authorization (RA) number, which you **MUST** do prior to returning ANY equipment. A box consists of 4 parts, one cardboard box, one cardboard tube, and two polyethylene endcaps, see figure 20-0002-2. If you need to assemble a flattened box, use 2" clear box tape over the bottom seam, using three layers, to assure strength. Then put 4 pieces of fiberglass strapping tape over the edges.
2. Place the cardboard tube in the box as shown in figure 20-0002-3.
3. Place the polyethylene endcaps against the sides of the equipment as shown in figure 20-0002-4. **NOTE the front panel fits snugly into a slotted opening in the endcap.*
4. Put the transmitter into the box with the cardboard tube already in it as shown in figure 20-0002-5.
5. Close the box and seal the top seam with 2" clear box tape, using three layers to assure strength. Then put 4 pieces of fiberglass strapping tape over the edges. Clearly mark the RA number on the outside of the box before shipping.

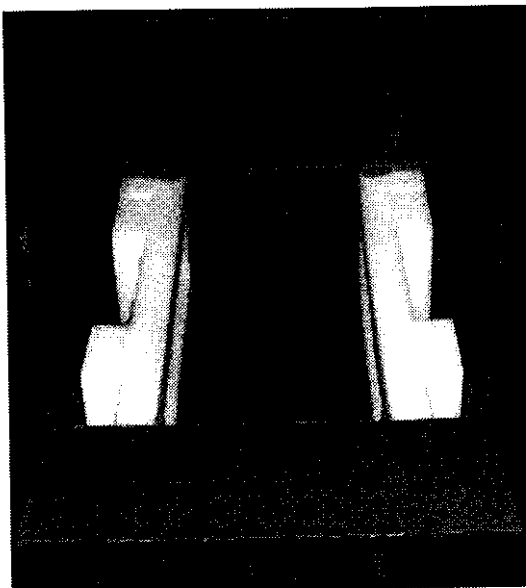


FIGURE 20-0002-1

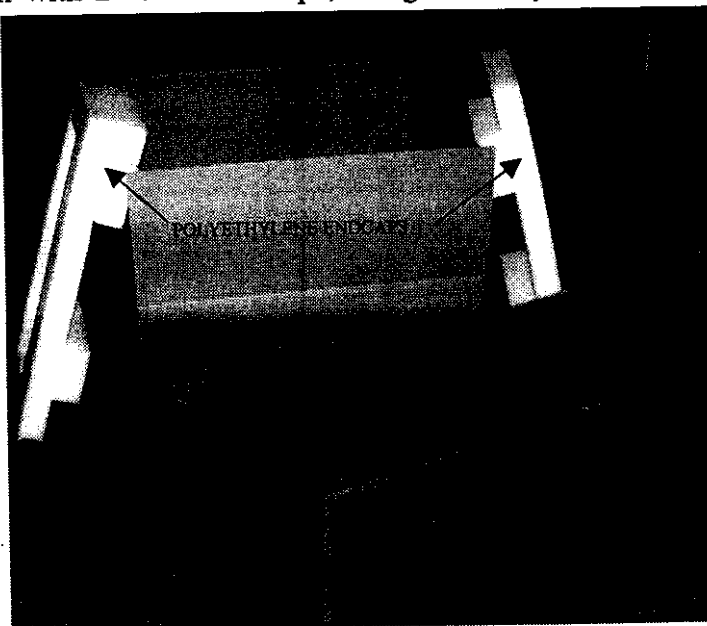


FIGURE 20-0002-2

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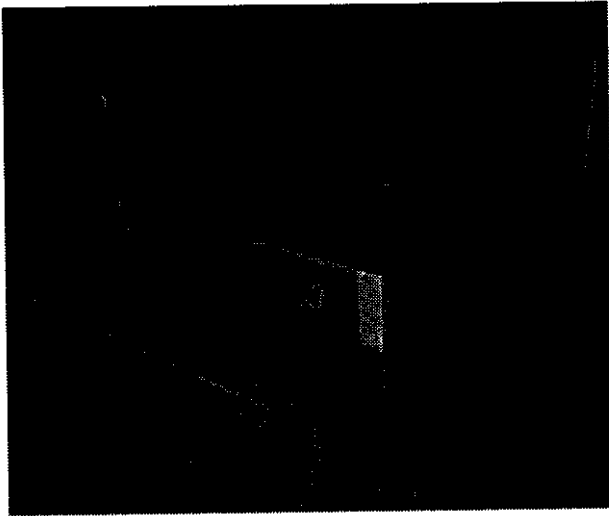


FIGURE 20-0002-3

SLOTTED OPENING

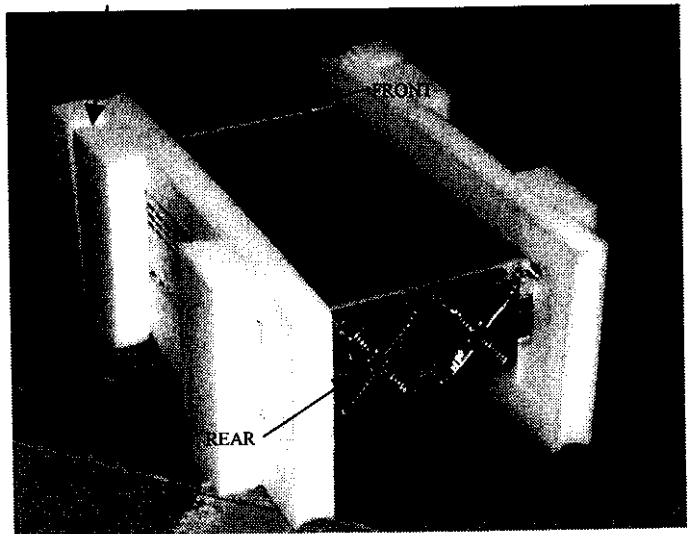


FIGURE 20-0002-4

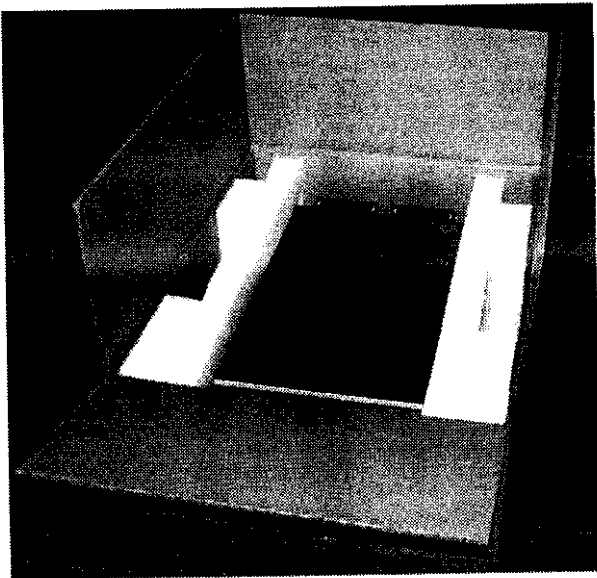


FIGURE 20-0002-5

RETURN PACKAGING OF THE POWER AMPLIFIER SEGMENT

1. Start with an empty power amplifier segment box, shown in figure 20-0003-1. If you don't have one please inform Comwave customer service when you contact them for a return authorization (RA) number, which you **MUST** do prior to returning ANY equipment.
2. Place the power amplifier segment into the box, as shown in figure 20-0003-2. The heatsink should always face up and the connectors on the rear of the power amp segment rest against the soft gray foam for protection.

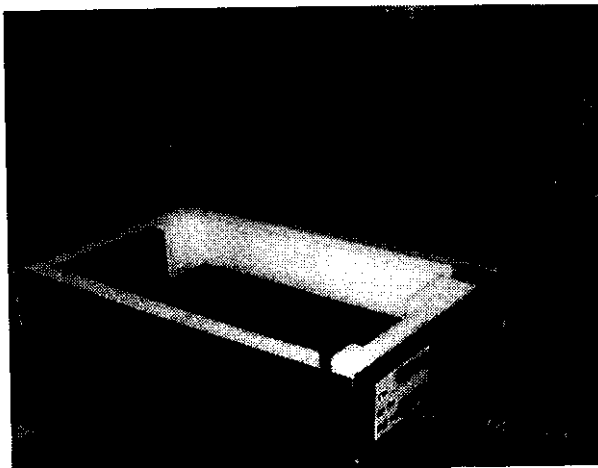


FIGURE 20-0003-1

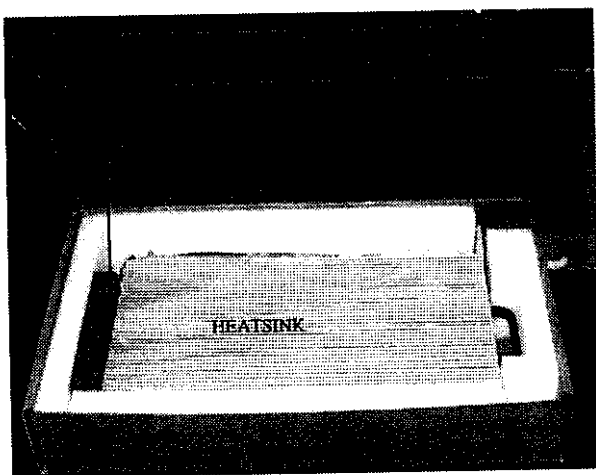


FIGURE 20-0003-2

3. Fold the edges of the inner box in and close.

4. Place the inner box into the 4-pack master (outer box), being sure to include three empty power amplifier boxes for a secure fit, as shown in figure 20-0003-3. The power amplifier segments are generally packed 4 per master box and shipped.

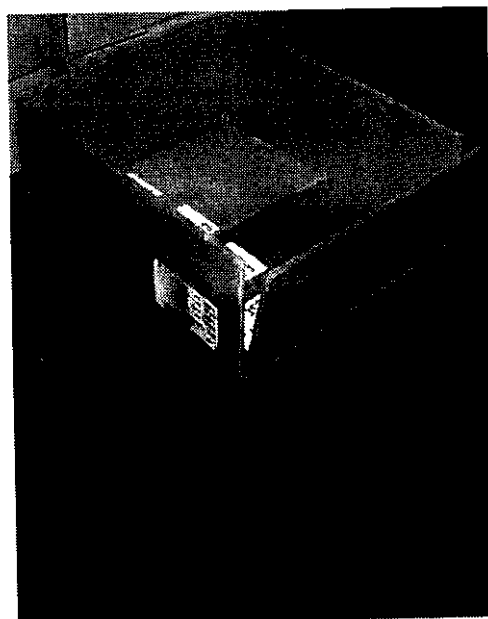


FIGURE 20-0003-3

When returning segment(s) please pack them the same way, ALL boxes will be returned to you. If you need to assemble a master box, use 2" clear box tape over the bottom seam, using three layers to assure strength. Then put 4 pieces of fiberglass strapping tape over the edges.

5. Close the 4-pack master box and seal the top seam with 2" clear box tape, using three layers to assure strength. Then put 4 pieces of fiberglass strapping tape over the edges. Clearly mark the RA number on the outside of the box before shipping.

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