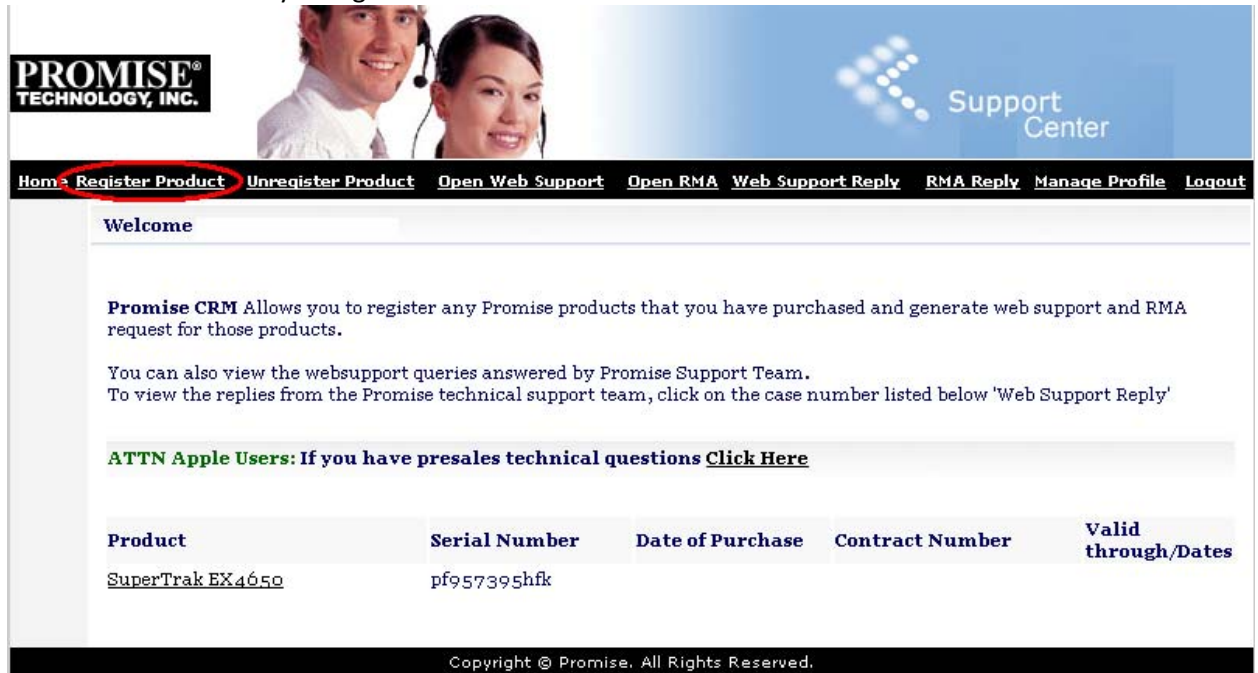


**How to obtain an RMA?**

As part of our RMA procedure we require that you register yourself (if not done previously), your product and contact Technical Support before submitting a request for an RMA.

**Registering Your Product**

1. Login to your Promise Support Account
2. Click on the link that says “Register Product”



3. Select your product from the drop down list

**PROMISE<sup>®</sup>**  
TECHNOLOGY, INC.

Support Center

[Home](#) [Register Product](#) [Unregister Product](#) [Open Web Support](#) [Open RMA](#) [Web Support Reply](#) [RMA Reply](#) [Manage Profile](#) [Logout](#)


**Register Product**

Fields marked \* are mandatory  
Select the Specific Product or (FRU) Field Replaceable Unit product. Example: BBU, Powersupply, Cables etc...

Product

- Vtrak 12110
- Vtrak 8110/12110 Cooling
- Vtrak 8110/12110 Power Supply
- Vtrak 8110/12110 SEP
- Vtrak 8110/12110/15110 Battery
- Vtrak 8110/12110/15110 Controller
- Vtrak AAMUX
- Vtrak Cannister
- Vtrak E-61of IOM
- Vtrak E310/J310 Cooling
- Vtrak E310/J310 Power Supply
- Vtrak E31of
- Vtrak E31of Controller
- Vtrak E31os
- Vtrak E31os Controller
- Vtrak E610/J610 Cooling
- Vtrak E610/J610 PSU
- Vtrak E61of**
- Vtrak E61os
- Vtrak Eclass/Jclass Battery
- Vtrak J300s

4. After selecting the product, please complete the rest of the form. Providing as much information as you can will allow us to assist you more efficiently.

Register Product				
Fields marked * are mandatory Select the Specific Product or (FRU) Field Replaceable Unit product. Example: BBU, Powersupply, Cables etc...				
Product	Vtrak E61of			
Product Description	Vtrak E61of Dual Controller Active/Active 4Gbit FC			
Quantity	1			
Please enter details for system #1				
* Serial Number	<input type="text"/>	 S/N: L734129 00145	TLA Number	<input type="text"/>
<i>* Please leave the contract field BLANK if you DO NOT have a contract number.</i>				
Contract Number	<input type="text"/>			
Date Purchased	Day	Month	Year	
Host Name	<input type="text"/>			
Operating System	Select	Service Pack Version OR Kernal / OS Update Version	<input type="text"/>	
Purchased From	<input type="text"/>			
System Manufacturer	<input type="text"/>	Model	<input type="text"/>	
Mother Board	<input type="text"/>	Firmware Version	<input type="text"/>	
Disk Drive	Select	Model Number	<input type="text"/>	
		Firmware Version	<input type="text"/>	
<input type="button" value="Reset"/> <input type="button" value="Complete Registration"/> <input type="button" value="Cancel Registration"/>				