

# REPAIR LIVE

| RELEASE | COMMENT   | AUTHOR                 |
|---------|---|------------------------|
| 07/2011 | Création  | G PESSU                |
| 06/2013 | Rebuild and Updates (new website, all features,)  | J Dubouchet            |
| 06/2013 | Adding data for XML reports   | G. Bossennec           |
| 10/2014 | Add Repair Capabilities Link (p.2), snapshot update, Help on Submit REF step 2 Quick Add. | J.Dubouchet<br>A.Guest |
| 04/2019 | New REF, New interface and new features   | J.Dubouchet            |

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## 1. ABOUT 'REPAIR LIVE'?

**Repair Live** is a dedicated SERCEL web tool accessible from [www.sercel.com](http://www.sercel.com) website that allows customers **2 Main** functions: '**Submit REF**' and '**Your RMA**'

### SUBMIT REF

**If you wish to return equipment to a Sercel Service Center.**

A unique **RMA number** is generated for each request and sent to the customer by email. RMA number should be written on export documents.

**R.E.F** is your request (**R**eturn **E**quipment **F**orm)

**RMA** is the unique repair reference (**R**eturn **M**aterial **A**uthorization) that acknowledges your request.

### YOUR RMA

**To follow up your Repair on going in a Service center**

It requires a private corporate login/password. Contact Sercel if your company doesn't have any. Anyone that should be aware on repair progress in your company should have this access.

*Information such as RMA number, statuses, forecast, shipping details, repair fees are available. Also a link to the RMA report is available with product description, serial number, faults and repair done.*

### Also:

- On the websites links to our repair processes and shipping instructions are given.

REPAIR & SERVICES

REPAIR PROCESSES

SHIPPING  
INSTRUCTIONS

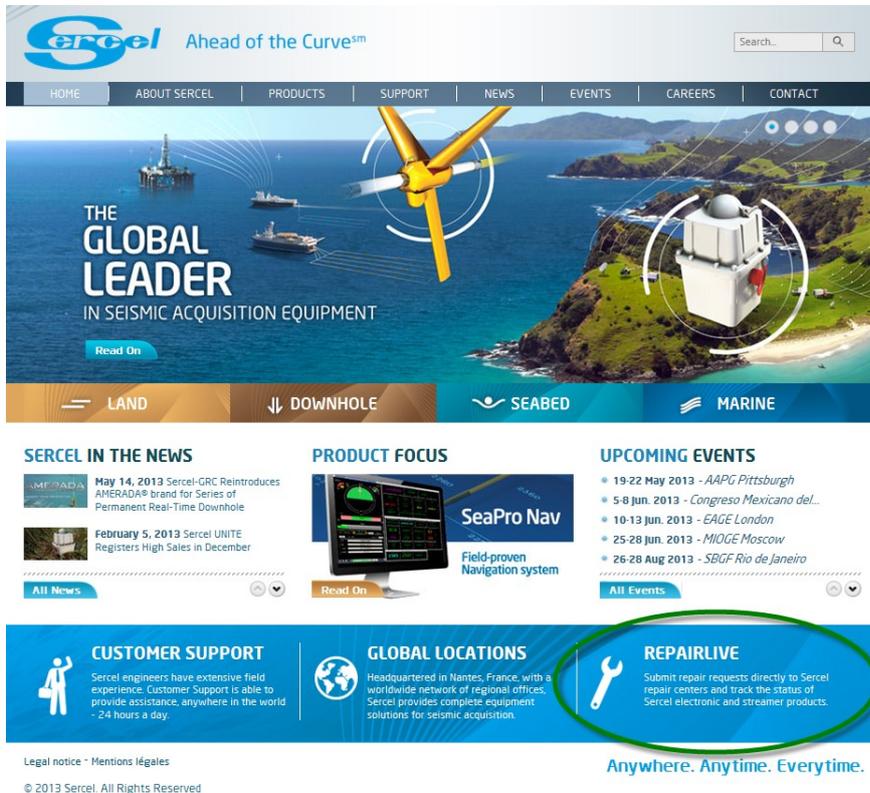
- Repair capabilities per Service Center : ('Repair Matrix')

REPAIR CAPABILITIES BY SERVICE CENTER  
Description of our Repair Processes

Excel list available here

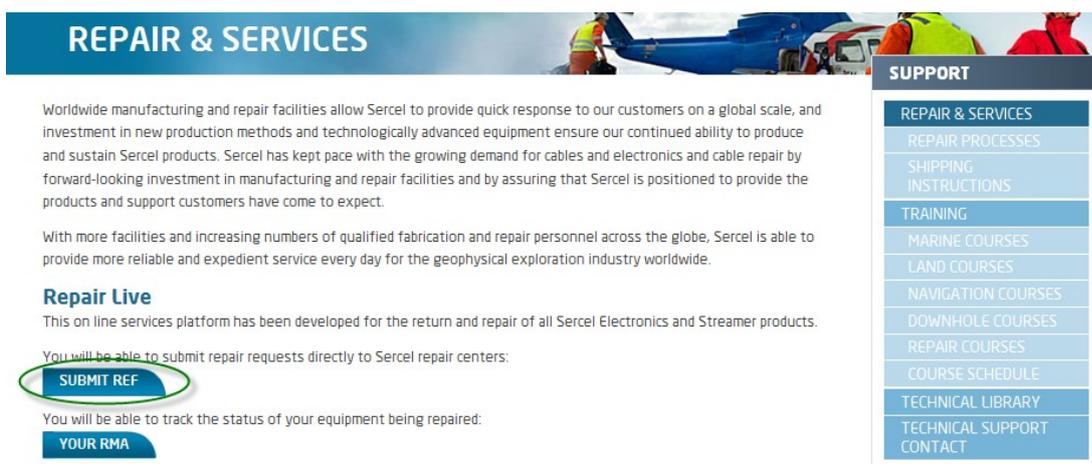
access to Repair live

In a web browser navigate to [www.sercel.com](http://www.sercel.com) then click on **Repair Live**



## 2.SUBMIT REF: SUBMIT A REQUEST OF REPAIR

Click on “**Submit R.E.F**” (Return Equipment Form) if you wish to have some equipment be sent to Sercel for Repair/Maintenance



You will get your **RMA number** by e-mail as soon as your **Return Equipment Form (REF)** has been checked and approved by the Service Center.  
Submitting a REF is quick and easy: **only 3 steps + 1 validation step.**

**Step 1: Your Information****Return Equipment Form**

1. YOUR INFORMATION    2. EQUIPMENT    3. REPAIR SITE    4. VALIDATION

|   |  |
|---|--|
| <b>Client name *</b>                              | <input type="text" value="Client Name (+ Vessel)"/>  |
| <b>Contact email *</b>                            | <input type="text" value="Your corporate email address"/>  |
| <b>Country of operation</b>                       | <input type="text"/>   |
| <b>Additional information</b>                     | <div style="border: 1px solid black; padding: 5px;">Any information you may need to share with the service center (level or urgency, etc...)</div> |
| <b>Return delivery address *</b>                  | <div style="border: 1px solid black; padding: 5px;">if you know it already, otherwise provide the contact check the address with.</div>            |
| <b>Invoicing address *</b>                        | <div style="border: 1px solid black; padding: 5px;">if you know it already, otherwise provide the contact check the address with.</div>            |
| <b>Partial shipment allowed</b>                   | <input type="checkbox"/> Yes   |
| <b>Standard exchange allowed</b>                  | <input type="checkbox"/> Yes   |
| <b>Warranty status analysis prior to give RMA</b> | <input type="checkbox"/> (nb: if yes, +1 extra working day to get the RMA number)  |
| <b>Type of equipment *</b>                        | <input type="checkbox"/> Downhole Seismic Tools  |
|   | <input type="checkbox"/> Gauges (Metrolog)   |
|   | <input type="checkbox"/> GRC - Pressure and temperature Monitoring Systems   |
|   | <input type="checkbox"/> Land & Marine Electronic Modules  |
|   | <input type="checkbox"/> Marine (Sections and Accessories)   |
|   | <input type="checkbox"/> Marine Sources  |
|   | <input type="checkbox"/> Navigation  |
|   | <input type="checkbox"/> OBC (SEARAY Hydrophones)  |

Both **Land and Marine ELECTRONIC** module  
(ex: LAUM, NSN,...)

**Marine Streamers/Sections**  
(ex: Sentinel, TailSwivel, SlipRing, ...)

[Continue >>](#)

**Step 2: Equipment (and help on 'Quick Add')**

Return Equipment Form

1. YOUR INFORMATION   2. EQUIPMENT   3. REPAIR SITE   4. VALIDATION

**EQUIPMENT 1 OF 1 : LAND & MARINE ELECTRONIC MODULES**

Condition of use \*  T°C, desert, mountain, shallow water

Operation parameters \*  SR, Source, nb of FDU between LAUL

Comments

\* These fields are mandatory

new: choices by drop down Menus. Fill in starting by Equipment, then Name etc...

| EQUIPMENT *          | NAME *               | P/N *                | S/N *                | FAILURE DESCRIPTION * | FAILURE OCCURRENCE   | SOFT VERSION         | MEAN OF TEST         | DATE OF FAILURE      |
|----------------------|----------------------|----------------------|----------------------|-----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/>  | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/>  | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/>  | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Fill-in by drop down menus: the *Equipment, Name, P/N, S/N, Failure Description* as mandatory fields. Other field are optional. Please fill-in if necessary.

If you have any additional information that may assist Sercel Service Center with the equipment repair (*i.e. screenshots, printouts, test results etc*) you are welcome to send these, in reply to the email that provided you a RMA number. Alternatively, you may also send directly to [repair.france@sercel.com](mailto:repair.france@sercel.com) and [streamer.repair@sercel.com](mailto:streamer.repair@sercel.com) referring to the given RMA number.

**Tips on step 2:**

- If you have 1 or 2 equipments to return you can directly fill in the boxes.
- If you have a long list (*10 or more equipment to return*) we suggest you to use the **Quick add** option: that's much quicker (based on copy/paste).
- For **Marine Sections & Accessories** category there is also available an Excel "Customer Report Fault" with drop down boxes choices. You may download, fill off-line, then copy/paste at this **Quick add** stage (step 2).

Return Equipment Form

1. YOUR INFORMATION   2. EQUIPMENT   3. REPAIR SITE   4. VALIDATION

**EQUIPMENT 1 OF 1 : MARINE (SECTIONS AND ACCESSORIES)**

Condition of use \*  T°C, desert, mountain, shallow water

Operation parameters \*  SR, Source, nb of FDU between LAUL

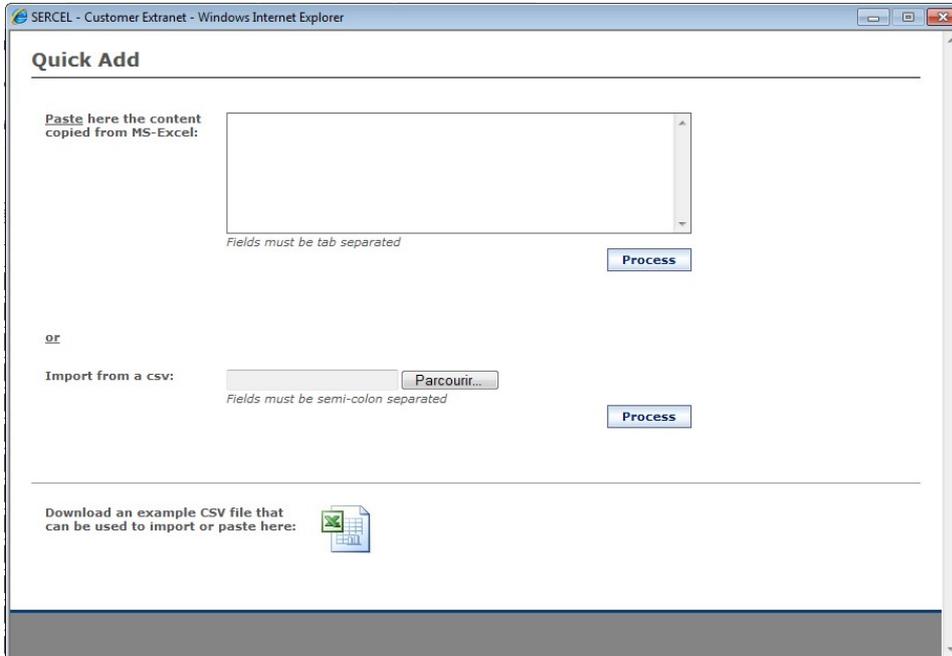
Comments

Customer report fault

More detail on **Quick add** on next page with an example.

**Quick add**

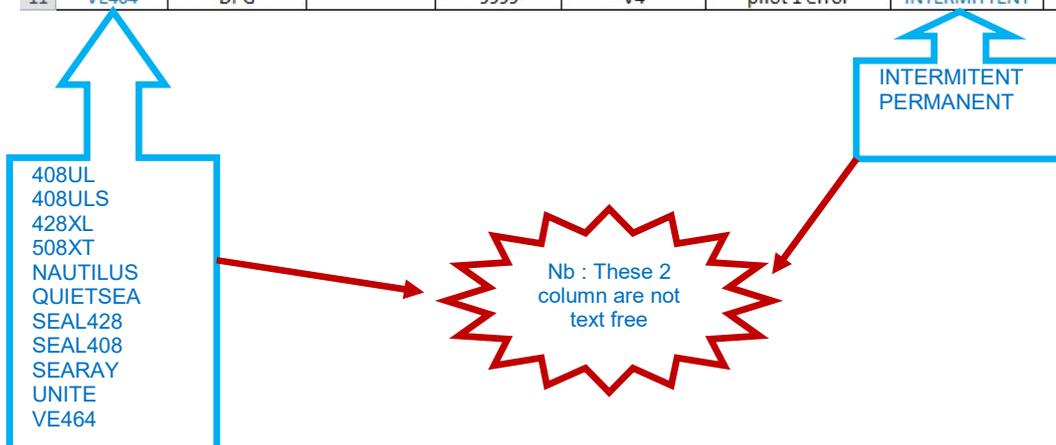
Quick Add is simple and the fastest way to fill in the REF form.  
 (it's a copy/paste from excel or a .csv download)  
 We will now detail an example.



**!Warning!** Prior to use the Quick add option, the list must but empty.

- Create (or download if available) an excel file based on 9 columns (as below example)

|    | A        | B      | C   | D    | E             | F                 | G            | H            | I         |
|----|----------|--------|-----|------|---------------|-------------------|--------------|--------------|-----------|
| 1  | FAMILY*  | NAME*  | P/N | S/N* | SOFT VERSION* | FAULT DESCRIPTION | FAILURE TYPE | MEAN OF TEST | FIRST USE |
| 2  | 408UL    | FDU    |     | 0000 | V8.1          | No power up       | PERMANENT    |              |           |
| 3  | 428XL    | LAUL   |     | 1111 | V5            | Autotest error    | INTERMITTENT |              |           |
| 4  | 508XT    | CX     |     | 2222 | V1            | GPS Lock up       | PERMANENT    |              |           |
| 5  | NAUTILUS | NSN50  |     | 3333 | V3            | Motor 1 error     | INTERMITTENT |              |           |
| 6  | SEAL408  | LAUM   |     | 4444 | V5,2,19       | leakage           | PERMANENT    |              |           |
| 7  | SEAL428  | TAPU   |     | 5555 | V2            | not stable        | INTERMITTENT |              |           |
| 8  | SEARAY   | AQDSU  |     | 6666 | V1            | no response       | PERMANENT    |              |           |
| 9  | UNITE    | RAU EX |     | 7777 | V3            | wifi error        | INTERMITTENT |              |           |
| 10 | VE432    | DSD    |     | 8888 | V5            | mechanical damage | PERMANENT    |              |           |
| 11 | VE464    | DPG    |     | 9999 | V4            | pilot 1 error     | INTERMITTENT |              |           |



Copy the data (from line 2 , without line number 1)

|    | A        | B      | C   | D    | E             | F                 | G            | H            | I         |
|----|----------|--------|-----|------|---------------|-------------------|--------------|--------------|-----------|
| 1  | FAMILY*  | NAME*  | P/N | S/N* | SOFT VERSION* | FAULT DESCRIPTION | FAILURE TYPE | MEAN OF TEST | FIRST USE |
| 2  | 408UL    | FDU    |     | 0000 | V8.1          | No power up       | PERMANENT    |              |           |
| 3  | 428XL    | LAUL   |     | 1111 | V5            | Autotest error    | INTERMITTENT |              |           |
| 4  | 508XT    | CX     |     | 2222 | V1            | GPS Lock up       | PERMANENT    |              |           |
| 5  | NAUTILUS | NSN50  |     | 3333 | V3            | Motor 1 error     | INTERMITTENT |              |           |
| 6  | SEAL408  | LAUM   |     | 4444 | V5,2,19       | leakage           | PERMANENT    |              |           |
| 7  | SEAL428  | TAPU   |     | 5555 | V2            | not stable        | INTERMITTENT |              |           |
| 8  | SEARAY   | AQDSU  |     | 6666 | V1            | no response       | PERMANENT    |              |           |
| 9  | UNITE    | RAU EX |     | 7777 | V3            | wifi error        | INTERMITTENT |              |           |
| 10 | VE432    | DSD    |     | 8888 | V5            | mechanical damage | PERMANENT    |              |           |
| 11 | VE464    | DPG    |     | 9999 | V4            | pilot 1 error     | INTERMITTENT |              |           |

Paste the data in Quick Add window, Then click on **Process**

Quick Add

Paste here the content copied from MS-Excel:

|          |              |  |      |      |                |  |  |  |
|----------|--------------|--|------|------|----------------|--|--|--|
| 408UL    | FDU          |  | 0000 | V8.1 | No power up    |  |  |  |
|          | PERMANENT    |  |      |      |                |  |  |  |
| 428XL    | LAUL         |  | 1111 | V5   | Autotest error |  |  |  |
|          | INTERMITTENT |  |      |      |                |  |  |  |
| 508XT    | CX           |  | 2222 | V1   | GPS Lock up    |  |  |  |
|          | PERMANENT    |  |      |      |                |  |  |  |
| NAUTILUS | NSN50        |  | 3333 | V3   | Motor 1 error  |  |  |  |
|          | INTERMITTENT |  |      |      |                |  |  |  |

Fields must be tab separated

**Process**

Here is the result after clicking on 'Process'

Quick Add

|   | FAMILY * | NAME *  | P/N | S/N *   | SOFT VERSION * | DETAILED OF ERROR * | FAILURE      | MEAN OF TEST | FIRST USED |
|---|----------|---------|-----|---------|----------------|---------------------|--------------|--------------|------------|
| ✓ | 408UL    | FDU     |     | 0000    | V8.1           | No power up         | PERMANENT    |              |            |
| ✓ | 428XL    | LAUL    |     | 1111    | V5             | Autotest error      | INTERMITTENT |              |            |
| ✓ | 508XT    | CX      |     | 2222    | V1             | GPS Lock up         | PERMANENT    |              |            |
| ✓ | NAUTILUS | NSN50   |     | 3333    | V3             | Motor 1 error       | INTERMITTENT |              |            |
| ✓ | SEAL408  | LAUM    |     | 4444    | V5,2,19        | leakage             | PERMANENT    |              |            |
| ✓ | SEAL428  | TAPU    |     | 5555    | V2             | not stable          | INTERMITTENT |              |            |
| ✓ | SEARAY   | AQDSU   |     | 6666    | V1             | no response         | PERMANENT    |              |            |
| ✓ | UNITE    | RAU EX  |     | 7777    | V3             | wifi error          | INTERMITTENT |              |            |
| ✓ | VE432    | DSD     |     | 8888    | V5             | mechanical damage   | PERMANENT    |              |            |
| ✓ | VE464    | DPG     |     | 9999    | V4             | pilot 1 error       | INTERMITTENT |              |            |
| ⚠ | Missing  | Missing |     | Missing | Missing        | Missing             |              |              |            |

Click on **Confirm** if that's right.





### Step 3: Return after repair

#### Return Equipment Form

- 1. YOUR INFORMATION
- 2. EQUIPMENT
- 3. REPAIR SITE**
- 4. VALIDATION

Please select the preferred Sercel site of repair for each type of equipment:

• Land & Marine Electronic Modules Equipment will be sent to

<< Previous    Continue >>

- Nantes (France)
- Beijing (China)
- Surgut SSS (Russia)
- Dubai (U.A.E)
- Houston Marine (USA)
- Calgary (Canada)
- Singapore
- Dehradun (India)
- Houston (USA)

Choose the site to your nearest location. Also refer to the repair Capabilities per each Service Center (available on website)



### Step 4: Validation

At this stage, please verify (eventually modify) your entries.

If all is correct, you only need to click on

**You have now ended the "SUBMIT REF" request.**

#### What's next ?

You will receive an automatic email to inform you that your request is being analyzed by the relevant Service Centre/Repair Coordinator who will then reply with RMA number or confirm assignment to relevant repair facility asap.

## 3. YOUR RMA : CHECK YOUR ON GOING REPAIRS

[Login to your company account](#)

### REPAIR & SERVICES



Worldwide manufacturing and repair facilities allow Sercel to provide quick response to our customers on a global scale, and investment in new production methods and technologically advanced equipment ensure our continued ability to produce and sustain Sercel products. Sercel has kept pace with the growing demand for cables and electronics and cable repair by forward-looking investment in manufacturing and repair facilities and by assuring that Sercel is positioned to provide the products and support customers have come to expect.

With more facilities and increasing numbers of qualified fabrication and repair personnel across the globe, Sercel is able to provide more reliable and expedient service every day for the geophysical exploration industry worldwide.

#### Repair Live

This on line services platform has been developed for the return and repair of all Sercel Electronics and Streamer products.

You will be able to submit repair requests directly to Sercel repair centers:

[SUBMIT REF](#)

You will be able to track the status of your equipment being repaired:

[YOUR RMA](#)

|  |
|--|
| Login  |
| <input type="text"/>   |
| Password   |
| <input type="password"/>   |
| <input type="button" value="Login"/>   |
| <a href="#">Forgot your password?</a>  |
| <small>If you have no login/password please request a login to your repair area contact (or to <a href="mailto:repair.france@sercel.com">repair.france@sercel.com</a>)</small> |

#### Note on web browser:

We suggest to use any browser (ex: Chrome, Safari, ...) but not Internet Explorer.

If using Internet Explorer, we suggest you erase the web cash of IE before logging into this new Repair-Live Release. Otherwise some display new functions may not be visible.

There are 3 Main Views:



## Report 1: RMA Summary

Summary at RMA and Order Acknowledgment (OA) level of **In progress / Ready to Ship / Completed** OA/RMA per Service Centers with **quantities of equipment** received, in progress and already shipped.

### RMA Summary

Last update:

Search  FILTER

Service Center:  SINGAPORE  NANTES (FRANCE)  HOUSTON (USA)  ST GAUDENS (FR)

RMA Status:  IN PROGRESS  READY TO SHIP  COMPLETED

Modified since:  All  1 day  1 week  1 month

### Example:

| Service Center    | RMA                     | Order Acknowl. (OA) | Vessel/Crew Name | Material P/N | Material Description                   | Warranty | Receipt Date | Forecast Date | Qty Received | Qty In Progress | Qty Delivered | RMA Status    | Delivery Date (Latest) | Shipping Details (Latest)                    |
|-------------------|-------------------------|---------------------|------------------|--------------|--|----------|--------------|---------------|--------------|-----------------|---------------|---------------|------------------------|--|
| > NANTES (France) | <a href="#">RN70120</a> | 27713               |                  | 10004928     | RAU eX                                 | OWP      | 2017-08-08   | 2017-10-31    | 3            | 0               | 3             | COMPLETED     | 2017-10-23             | Expedition par les TSPT GEODIS le 24/10/2017 |
| > NANTES (France) | <a href="#">RN70121</a> | 28200               | CORAL            | 10006122     | LAUM-70                                | OWP      | 2017-10-12   | 2018-03-01    | 1            | 0               | 1             | COMPLETED     | 2018-03-07             | SHIPMENT BY DACHSER ON MARCH 8 2018          |
| > NANTES (France) | <a href="#">RN70126</a> | 28587               |                  | 10019437     | QUIETSEA RACK TOWED STREAMER INTERFACE | IWP      | 2017-12-05   | 2018-06-28    | 1            | 1               | 0             | READY TO SHIP | ...                    |  |
| > NANTES (France) | <a href="#">RN70122</a> | 28233               | CORAL            | 1Y10086108C  | NSN50 MODULE                           | OWP      | 2017-10-16   | 2018-06-30    | 4            | 2               | 2             | IN PROGRESS   | 2019-03-05             | SHIPMENT BY DACHSER ON 05.03                 |
| > NANTES (France) | <a href="#">RN70127</a> | 28235               | CORAL            | 10018515     | NSN70 MODULE                           | OWP      | 2017-10-16   | 2018-07-31    | 12           | 7               | 5             | IN PROGRESS   | 2019-03-05             | SHIPMENT BY DACHSER ON 05.03                 |
| > NANTES (France) | <a href="#">RN70122</a> | 28237               | CORAL            | 10013647     | NSN70 MODULE                           | OWP      | 2017-10-16   | 2018-06-30    | 3            | 3               | 0             | IN PROGRESS   | ...                    |  |

Statuses with colored bar per quantity already completed.

(Ready to Ship means repair completed but not yet shipped. Completed means also shipped.)

| Qty Received | Qty In Progress | Qty Delivered | RMA Status    |
|--------------|-----------------|---------------|---------------|
| 1            | 0               | 1             | COMPLETED     |
| 1            | 1               | 0             | READY TO SHIP |
| 12           | 7               | 5             | IN PROGRESS   |
| 3            | 3               | 0             | IN PROGRESS   |

You can click on the left « > » to see any extra details (in case of partial shipments)

| Service Center    | RMA                     | Order Acknowl. (OA) | Vessel/Crew Name | Material P/N | Material Description | Warranty | Receipt Date | Forecast Date | Qty Received | Qty In Progress | Qty Delivered | RMA Status         | Delivery Date (Latest) | Shipping Details (Latest)    |
|-------------------|-------------------------|---------------------|------------------|--------------|----------------------|----------|--------------|---------------|--------------|-----------------|---------------|--------------------|------------------------|------------------------------|
| > NANTES (France) | <a href="#">RN70127</a> | 28235               | CORAL            | 10018515     | NSN70 MODULE         | OWP      | 2017-10-16   | 2018-07-31    | 12           | 7               | 5             | IN PROGRESS        | 2019-03-05             | SHIPMENT BY DACHSER ON 05.03 |
|                   |                         |                     |                  |              |                      |          |              |               | 7            | 0               | 0             | REPAIR IN PROGRESS | ...                    |                              |
|                   |                         |                     |                  |              |                      |          |              |               | 0            | 5               | 5             | SHIPPED            | 2019-03-05             | SHIPMENT BY DACHSER ON 05.03 |

You can access the RMA Report (.pdf) by clicking on the RMA number:



https://ext.sercel.com/customer/index.php?module=EquipmentRepairStatus&service=ViewFiles&repair\_id=6206

RMA : RN70132





Sercel - Headquarters : 16 rue de Bel Air 44470 Carquefou France. SAS Registered capital of 2 000 000 €  
 Tel +33 (0)2 40 30 11 81 - Fax +33 (0)2 40 30 19 48  
 Register No 378 040 497 Nantes APE 2651B. VAT No FR 25 378 040 497  
 Sites : Brest - Dubai - Saint Gaudens - Toulouse

**RETURN MATERIAL AUTHORIZATION SUMMARY REPORT**

RMA : RN70132

PRINTING DATE : 05.03.2019

SALES ORDER : 28806

CUSTOMER :

| Designation  | S/N     | WTY | Fault reported (by customer) | Fault detected (by Sercel)         | Repair done      | Comments | Delivery date |
|--------------|---------|-----|------------------------------|------------------------------------|------------------|----------|---------------|
| NAUTILUS NSV | 2718049 | OWP | Sensor/Accelerometer fault   | No fault detected / Pass all tests | Calibration done |          | 22.03.2018    |
| NAUTILUS NSV | 5351329 | OWP | Soft/Hardware upgrade needed | No fault detected / Pass all tests | Calibration done |          | 22.03.2018    |
| NAUTILUS NSV | 5351419 | OWP | Soft/Hardware upgrade needed | No fault detected / Pass all tests | Calibration done |          | 22.03.2018    |
| NAUTILUS NSV | 5351459 | OWP | Soft/Hardware upgrade needed | No fault detected / Pass all tests | Calibration done |          | 22.03.2018    |

**Report 2: RMA Details**

Similar info contained into RMA .pdf reports, but in Html format and with possibility to filter by service center ,order statuses, and latest modifications (1 day/week/month).

Example:

**RMA Details (S/N)**

Last update:

Search  FILTER

Service Center  NANTES (FRANCE)  HOUSTON (USA)  ST GAUDENS (FR)

S/N Status  QUALITY ALERT BY CUSTOMER  SHIPPED  REPAIR COMPLETED  WORK/REPAIR IN PROGRESS

Modified since  All  1 day  1 week  1 month

[SUBSCRIBE TO THIS VIEW](#) [EXPORT TO MS-EXCEL](#)

| RMA     | Order Acknowl. (OA) | Material P/N | Material Description     | S/N        | Warranty | Fault Reported (By Customer) | Fault Detected (By Sercel)                       | Repair Done  | S/N Status | Delivery Date |
|---------|---------------------|--------------|--------------------------|------------|----------|------------------------------|--|--|------------|---------------|
| RH90019 | 29881               | 10-832001    | SSRD-12.5M-50-2C-STD-2Hz | SRDS050134 | IWP      | No fault reported            | • Other + comments<br>• Hydrophone sensitivity   | • Flexible-end - Boot HEAD BOOT Jacket weld 1 JACKET REPAIR                          | SHIPPED    | 2017-03-14    |
| RH90019 | 29881               | 10-832001    | SSRD-12.5M-50-2C-STD-2Hz | SRDS050836 | IWP      | No fault reported            | • Other + comments<br>• Hydrophone sensitivity   | • Hydrophone REPLACED 1 PHONE GRP<br>• 7 Other + Comments TROUBLESHOOTING GRP<br>• ? | SHIPPED    | 2017-02-23    |
| RH90019 | 29881               | 10-832001    | SSRD-12.5M-50-2C-STD-2Hz | SRDS051068 | IWP      | Capacitance                  | • Reported fault not found<br>• Other + comments | • Reported fault not found REPORTED FAULT NOT FOUND                                  | SHIPPED    | 2018-11-12    |

**Report 3 : RMA Quotes / Invoices**

In this report, Quote amount are available, and Invoice amount (when shipped) are available.

**RMA Quotes/invoices**

Last update:

Search  FILTER

Service Center  NANTES (FRANCE)  HOUSTON (USA)  ST GAUDENS (FR)

S/N Status  QUALITY ALERT BY CUSTOMER  SHIPPED  REPAIR COMPLETED  WORK/REPAIR IN PROGRESS

Modified since  All  1 day  1 week  1 month

[SUBSCRIBE TO THIS VIEW](#) [EXPORT TO MS-EXCEL](#)

| RMA     | Order Acknowl. (OA) | Material P/N | Material Description     | S/N        | Warranty | Fault Detected (By Sercel) | Repair Done   | S/N Status | Quote Amount | Customer PO | PO Date    | Invoice Amount | Vessel Name        |
|---------|---------------------|--------------|--------------------------|------------|----------|----------------------------|---|------------|--------------|-------------|------------|----------------|--------------------|
| RH90019 | 29881               | 10-832001    | SSRD-12.5M-50-2C-STD-2Hz | SRDS050134 | IWP      | No fault reported          | • Flexible-end - Boot HEAD BOOT Jacket weld 1 JACKET REPAIR                   | SHIPPED    |              | Quotation   | 2018-10-11 |                | M/V POLAR DUTCHESS |
| RH90019 | 29881               | 10-832001    | SSRD-12.5M-50-2C-STD-2Hz | SRDS050836 | IWP      | No fault reported          | • Hydrophone REPLACED 1 PHONE GRP<br>• 7 Other + Comments TROUBLESHOOTING GRP | SHIPPED    |              | Quotation   | 2018-10-11 |                | M/V POLAR DUTCHESS |

**Search Function**

Search  FILTER

Search by *RMA, OA, P/N, S/N, Material name, Fault* etc... and press enter or click on Filter

**Examples:**

**RMA Details (S/N)**

Last update:

Search  FILTER

Service Center  NANTES (FRANCE)  HOUSTON (USA)  ST GAUDENS (FR)

S/N Status

| RMA     | Order Acknowl. (OA) | Material P/N | Material Description     | S/N        | Warranty | Fault Reported (By Customer) |
|---------|---------------------|--------------|--------------------------|------------|----------|------------------------------|
| BH82012 | 29881               | 10-832001    | SSRD-12.5M-50-2C-STD-2HZ | SRD5051068 | IWP      | Capacitance                  |
| BH82012 | 29881               | 10-832001    | SSRD-12.5M-50-2C-STD-2HZ | SRD5051469 | IWP      | Capacitance                  |
| BH82012 | 29881               | 10-832001    | SSRD-12.5M-50-2C-STD-2HZ | SRD5051484 | IWP      | Capacitance                  |

**RMA Details (S/N)**

Last update:

Search  FILTER

Service Center  NANTES (FRANCE)  HOUSTON (USA)  ST GAUDENS (FR)

S/N Status

| RMA     | Order Acknowl. (OA) | Material P/N | Material Description | S/N    | Warranty | Fault Reported (By Customer) |
|---------|---------------------|--------------|----------------------|--------|----------|------------------------------|
| RN80081 | 30376               | 1Y10086108C  | NSN50 MODULE         | P21846 | OWP      | Mechanical damage            |

**Option : Modified Since**

**Modified since**

All

1 day

1 week

1 month

To view only the modifications on your RMAs since 1 day / week/ month or all.

*Note: The datas being reloaded on 24/04/2019, this sort might take few weeks to be relevant.*

**Option : Subscribe to this view / Export to Excel**

RMA Details (S/N)

Last update:

Search  FILTER

Service Center  NANTES (FRANCE)  HOUSTON (USA)  ST GAUDENS (FR)

S/N Status  QUALITY ALERT BY CUSTOMER  SHIPPED  REPAIR COMPLETED  WORK/REPAIR IN PROGRESS

Modified since  All  1 day  1 week  1 month

You can subscribe to your own settled filter choices and have the same report (in excel format) be sent to your email address every day/week/month.

To unsubscribe, you will have a link into the email you receive.

You can also export (just for one time) the shown view into excel:

RMA Details (S/N)

Last update:

Search  FILTER

Service Center  NANTES (FRANCE)  HOUSTON (USA)  ST GAUDENS (FR)

S/N Status  QUALITY ALERT BY CUSTOMER  SHIPPED  REPAIR COMPLETED  WORK/REPAIR IN PROGRESS

Modified since  All  1 day  1 week  1 month

**Option : XML REPORT : Automatic Export**

You have the possibility to receive a daily/weekly/monthly report in .XML format. This report is either sent to an email of your choice or to a FTP server of your choice. This XML report will contain all the upper information. Please contact your Service Center or [repair.france@sercel.com](mailto:repair.france@sercel.com) if you wish to activate this function or get further information.

XML Export

Periodicity

Export media  E-mail  FTP

E-mail for export

FTP URL

FTP Login

Export password for file or ftp