

## 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 A.Guest

<b>1. ABOUT ‘REPAIR LIVE’?</b> .....	<b>2</b>
<b>2. SUBMIT REF: SUBMIT A REQUEST OF REPAIR</b> .....	<b>3</b>
<i>Step 1: Your Information</i> .....	4
<i>Step 2: Equipment (and help on ‘Quick Add’)</i> .....	5
<i>Step 3: Return after repair</i> .....	9
<i>Step 4: Validation</i> .....	9
<b>3. YOUR RMA : CHECK YOUR ON GOING REPAIRS</b> .....	<b>10</b>
<i>Login to your repair</i> .....	10
<i>View or Research a specific RMA number or a specific Serial Number</i> .....	11
<i>View repair RMA Report (pdf)</i> .....	12
<i>XML REPORT : Automatic Export</i> .....	12

## 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

Excel list available here

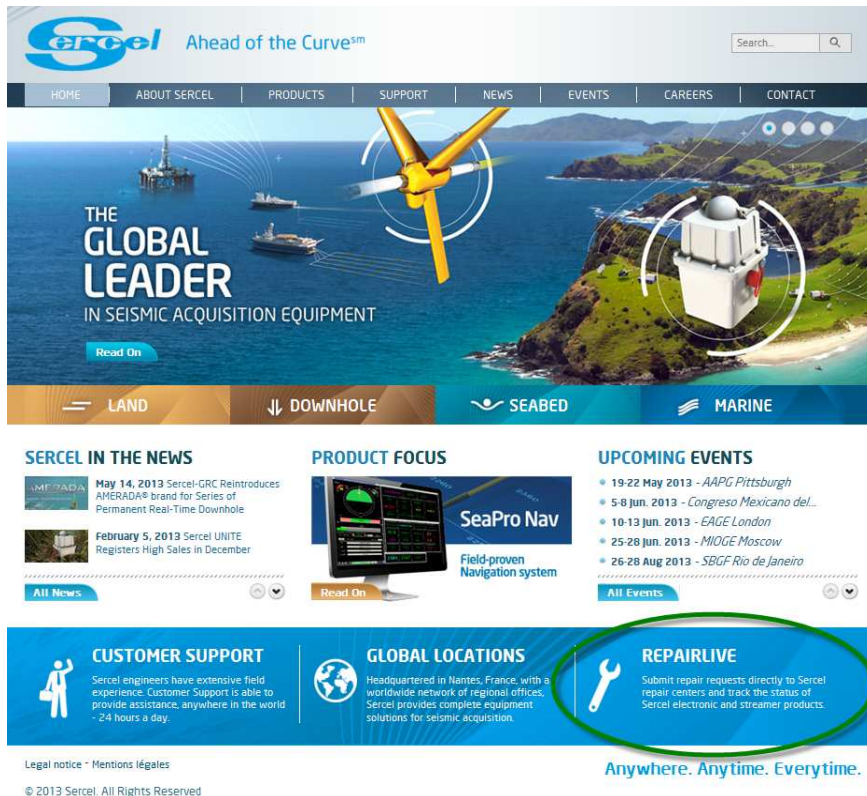
REPAIR PROCESSES

REPAIR & SERVICES

REPAIR PROCESSES

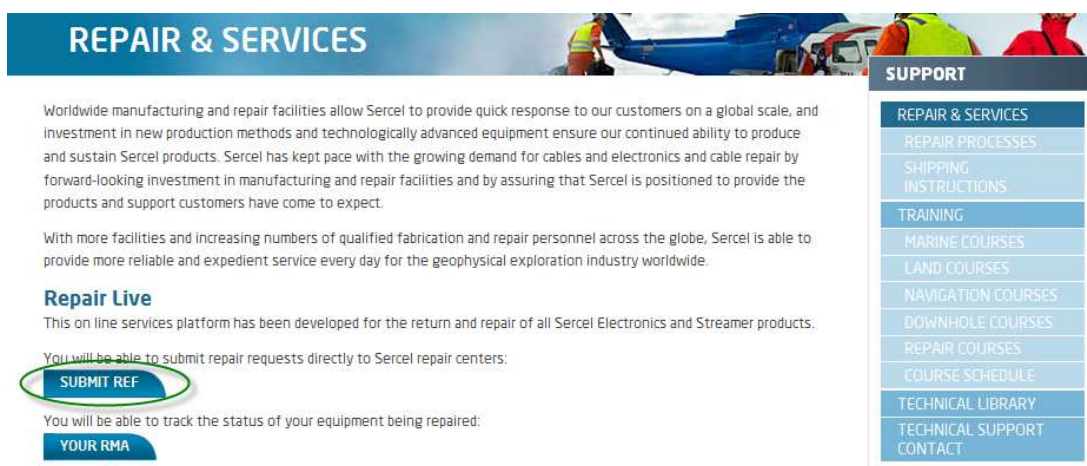
access to Repair live

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” 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 request has been checked by the Service Center.

Submitting a REF is easy and quick: **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 Name"/>
<b>Contact email *</b>	<input type="text" value="write your email address"/>
<b>Country of operation</b>	<input type="text" value="Your current location"/>
<b>Additional information</b>	<input type="text" value="write any information you may need to share with the service center (level of urgency, etc.)"/>
<b>Return delivery address *</b>	<input type="text" value="if you know it already at the time of request. otherwise give the email of the person to contact at the end of repair."/>
<b>Invoicing address *</b>	<input type="text" value="if you know it already at the time of request. otherwise give the email of the person to contact at the end of repair."/>
<b>Partial shipment allowed</b>	<input type="checkbox"/> click if you authorise partial deliveries back
<b>Standard exchange allowed</b>	<input type="checkbox"/> click if you authorise S/E. (if applicable only)
<b>Type of equipment *</b>	<input type="checkbox"/> Land equipment or Marine in sea Modules (Seal LAUM, TAPU, HAU, HAPU, PWM2, DCXU, Nautilus NSN, NVN, NGN ...) <input type="checkbox"/> Downhole Seismic Tools <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)

Land equipment or Marine in sea Modules (Seal LAUM, TAPU, HAU, HAPU, PWM2, DCXU, Nautilus NSN, NVN, NGN ...)

Marine (Sections and Accessories) : ex: Sentinel, Seal (ALS), Neutrals "Stretch", SlipRing, Lead In.

[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

Fill in useful information environment and setup. This description can help the Service center.

\* These fields are mandatory

FAMILY *	NAME *	P/N	S/N *	SOFT VERSION *	DETAILED OF ERROR *	FAILURE	MEAN OF TEST	FIRST USED
ex: 428	ex: FDU		88888	8.1.8	Line break	Permanent	HCI VS.1.13	March-05
	ex: 10-836001-2C (3Hz Export-Naut)		88888			Permanent		2
ex: XAU	ex: Maxiwave	123456789	123456789			Permanent		Oct-03
<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"/>	<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 the *Family, Name, S/N, Soft version, Fault* as mandatory field. The *Part Number (P/N), Failure, Mean of test and First use date* as optional fields .

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 providing 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 equipment to return you can directly fill in the boxes.
- In case you have a long list (*10 or more equipment to return*) we suggest you to use the **Quick add** option: that's much quicker.
- 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

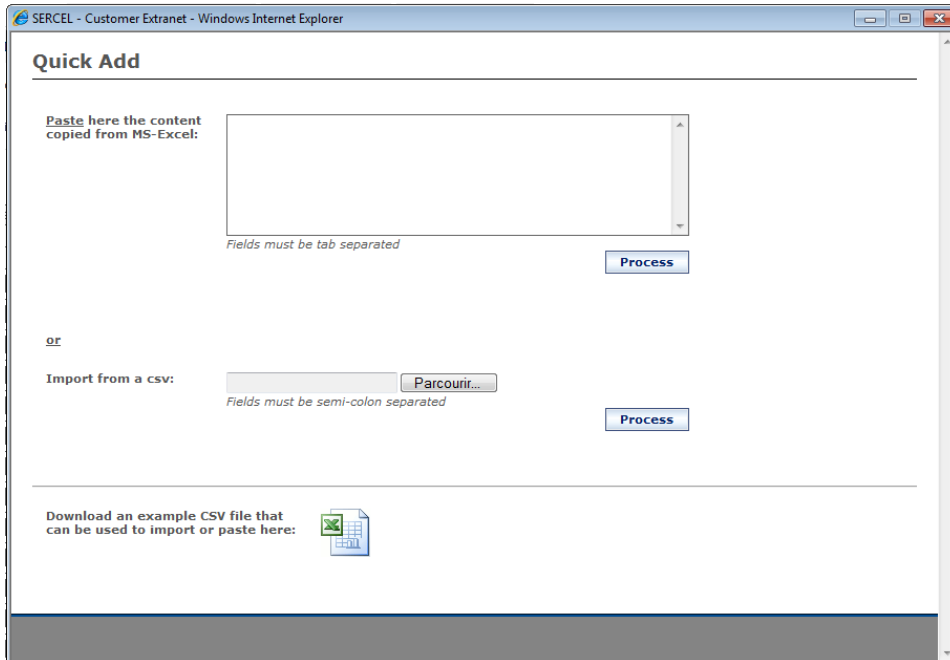
Comments

**Customer report fault**

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

**Quick add**

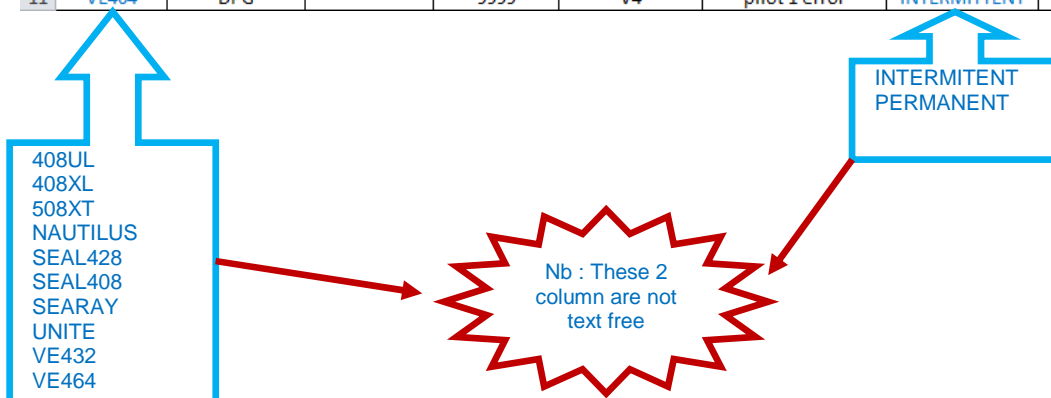
Quick Add is simple and the fastest way to fill in the REF form.  
 (it's a copy/paste from excel or a .csv download)  
 We will now detail an example.



**!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

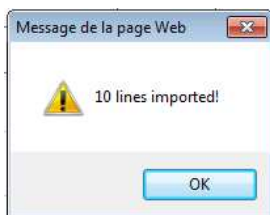
**Process**

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.



As a result, these line are automatically loaded :

FAMILY *	NAME *	P/N	S/N *	SOFT VERSION *	DETAILED OF ERROR *	FAILURE	MEAN OF TEST	FIRST USED
ex: 428	ex: FDU		8888	8.1.8	Line break	Permanent	HCT V8.1.13	March-05
	ex: 10-836001-2C (3Hz Export-Naut)		8888			Permanent		2
ex: XAU	ex: MaxWave	123456789	123456789			Permanent		Oct-03
408UL	FDU		0000	V8.1	No power up	Permanent		
426XL	LAUL		1111	V5	Autotest error	Intermittent		
508XT	CX		2222	V1	GPS Lock up	Permanent		
Nautlus	NSNS0		3333	V3	Motor 1 error	Intermittent		
Sea408	LAUM		4444	V5,2,19	leakage	Permanent		
Sea428	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		
		+++ Add more lines +++		Quick add				
		<< Previous		Continue >>				

Other option is to save your file in csv format with respect of the 9 columns and download it with this:

or

Import from a csv:



*Fields must be semi-colon separated*



### 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

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

<< Previous

Continue >>

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

REPAIR CAPABILITIES BY SERVICE CENTER  
Description of our Repair Processes

Excel list available here

REPAIR & SERVICES  
REPAIR PROCESSES

### Step 4: Validation

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

If all is correct, you only need to click on [Submit your R.E.F.](#)

**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 repair](#)

### 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**

**Password**

**Login**

**[Forgot your password?](#)**

**If you have no login/password please request a login to your repair area contact (or to [repair.france@sercel.com](mailto:repair.france@sercel.com))**

**View or Research a specific RMA number or a specific Serial Number**

Click on “**Electronic**” to access all details listed.

Or

Type the RMA number or a Serial Number in the “**Search box**” then click on

RepairLive

- [Electronics](#)

Search:    
RMA, job\_number, S/N

**Electronics / RMA Repair Status**

**NANTES**

- [Partial shipment \(10\)](#)
- [REPAIR IN PROGRESS \(2\)](#)
- [Shipped \(35\)](#)
- [SHIPPING IN PROGRESS \(1\)](#)
- [WAITING FOR PO \(11\)](#)
- [All repairs \(59\)](#)

Search:    
RMA, job\_number, S/N

RMA	DATE OF REPAIR	EQUIPMENT	QTY	SALES ORDER	IMPORT CUSTOMS DATE	STATUS	FORECAST	END OF REPAIR DATE	DELIVERY DATE	PO/REF CLIENT	PAYMENT	(*) REPAIR CHARGE	SHIPMENT REF
RN30075	NANTES	CANII	1	0000009300	2013-04-18	REPAIR IN PROGRESS	2013-05-20	...	...	JN14013		...	
RN30527	NANTES	LCI-428 UNIT	1	0000010147	2013-06-18	REPAIR IN PROGRESS	2013-07-16	...	...	JN15033		...	

(\*) Including Packing, Freight, Insurance charges

[Export to MS-Excel](#) [Back](#)

You can save this view in Excel (click on ‘**Export to MS-Excel**’)

[View repair RMA Report \(pdf\)](#)

You can view Repair RMA Report (pdf file) by clicking on the underlined **RMA number** on the first column.



RMA report will show the Equipment name, the serial number, the fault given in the REF, the Fault detected in Sercel, the Repair done, some comments and a delivery date.

**Electronics / RMA Repair Status**  
NANTES / WAITING FOR PO  
Last update: 2013-06-25

RMA	SITE OF REPAIR	EQUIPMENT	QTY	SALES ORDER	IMPORT CUSTOMS DATE	STATUS
<u>RN30075</u>	NANTES	LAUX-428 LIN.ACQUIS.UNIT	1	000009236	2013-04-18	WAITING FOR PO
RN30075	NANTES	TF01-428 RED	1	000009299	2013-04-18	WAITING FOR PO
RN30075	NANTES	TREP-428 ASSEMBLY	1	000009303	2013-04-18	WAITING FOR PO
RN30077	NANTES	408 FDU PRE-ASSEMBLY	29	000009245	2013-04-17	WAITING FOR PO
RN30077	NANTES	LAUX-428 LIN.ACQUIS.UNIT	1	000009246	2013-04-17	WAITING FOR PO
RN30134	NANTES	FDU-428 PRE-ASSEMBLY	17	000009258	2013-04-17	WAITING FOR PO
RN30134	NANTES	LAUX-428	1	000009266	2013-04-17	WAITING FOR PO
RN30134	NANTES	LAUX-428 LIN.ACQUIS.UNIT	1	000009265	2013-04-17	WAITING FOR PO
RN30224	NANTES	TF01-428 RED	3	000009946	2013-06-05	WAITING FOR PO
RN30224	NANTES	TF01-428 GREEN	2	000009954	2013-06-05	WAITING FOR PO
RN30224	NANTES	TF01-428 RED ASSEMBLY	1	000009958	2013-06-05	WAITING FOR PO

(\*) Including Packing, Freight, In

**RETURN MATERIAL AUTHORIZATION SUMMARY REPORT**  
RMA : RN30075  
PRINTING DATE : 19.06.2013

SALES ORDER : 9304

Designation	S/N	WTY	Default reported (by customer)	Default detected (by Sercel)	Repair done	Comments	Delivery date
TF01-428 RED ASSEMBLY	802112	OWP	Transmission Failure	Power Failure	SE - Standard Exchanged Component Changed	EXCHANGED BY SIN 807787	
TF01-428 RED ASSEMBLY	807787	OWP	Transmission Failure	Mechanical Damage - Electronic Board	Not Repairable		
TF01-428 RED ASSEMBLY	N30706	OWP		Power Failure	SE - Standard Exchanged Component Changed	EXCHANGED BY SIN N30708	

SALES ORDER : 9297

Designation	S/N	WTY	Default reported (by customer)	Default detected (by Sercel)	Repair done	Comments	Delivery date
FAU	6536776	OWP		Mechanical Damage - I/O Socket / Conn	Mechanical Part Changed		10.06.2013

SALES ORDER : 9296

Designation	S/N	WTY	Default reported (by customer)	Default detected (by Sercel)	Repair done	Comments	Delivery date
LAUX-428 LIN.ACQUIS.UNIT	198139	OWP		No Fault Detected / Pass All tests	No Fault Detected		

[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