

RMA Receipt for Blackmagic Design Product (for Asia office use only)

Instructions

1. Each RMA form is strictly for ONE product only.
2. Complete this form with clear, relevant information.
3. Submit the completed form to support-asia@blackmagicdesign.com
4. Upon approval, we will issue and notify you a RMA number.
5. Print out the RMA receipt and proceed to sending the item to us.
6. DO NOT send-in the item to Blackmagic Asia before receiving RMA number

RMA number

To be issued upon submission

287230

Click RESET
to clear

RESET

Customer Information

Company Name	Customer Name	Tel / Mobile
Digital Oz Co., Ltd	Anurak Chantapong	+662 012 3785
Email Address	Returning Address (if address different from reseller)	Country / Location
support@digitaloz.co.th	388/43 Soi Ramkhamhaeng 53 (Chan Si Chawala), Phlannhla Wang Thonglang, Bangkok 10310 Thailand	Thailand

Product Information / fault report

Product Family	Fault List	Peripheral used (eg Lens, Storage media,etc)
Video n Audio Monitoring	Unable to power up	
Product Name	Description of Problem(s)	
SmartView Duo	<ul style="list-style-type: none"> - Can't power on - Can't update firmware because this unit not detect in the software 	
Serial Number		
8972194		
Physical Condition	Troubleshooting steps taken, if any:	
No visible damage	<ul style="list-style-type: none"> - I have try to change power adapter but still same issue. - Try to update firmware but software it's not detect 	

Additional Information

Blackmagic Driver / Firmware installed	Computer Specs	Operating System & version no.
Blackmagic SmartView 4.0.7	2.4 GHz Intel Core i5 MacBook Pro 13 (2019)	MacOS Monterey 12.2.1
Video Source	Video Standards	Output / Display type
	1080p60	

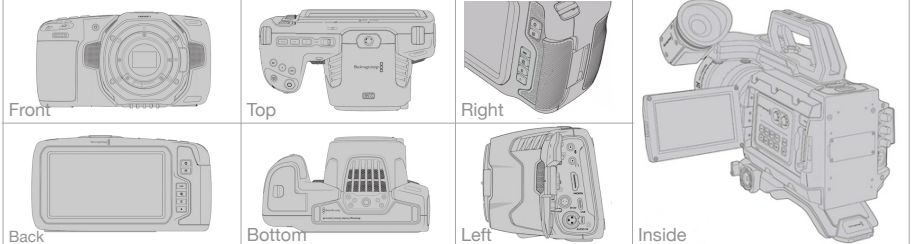
For Camera products only

Photo samples

Take clear pictures of your camera in different angles to show its current condition. Restrict each image file size within 200KB.

Upload the pictures to any cloud drive.
Share the link in the Remarks⁺ below.

Please refer to the illustration on the right.
Failure to submit photos for camera product will result in rejecting RMA application.



Accessories checklist : (Please tick accordingly for items sending to us. We will only return those items checked below)

☐ Dust cap ☐ Lens ☐ Power Adaptor ☐ Rig ☐ View Finder ☐ Battery/mount plate ☐ SD/CF/SSD ☐ Others:

Remarks⁺ :

Notes

1. Blackmagic Design will either repair or replace defective items.
2. RMA number are valid for 15 business days from the date of issuance. RMA item(s) must arrive at Blackmagic Design office within that time.
3. Please print out page 1 of the RMA receipt after you have received from us and ship it together with the RMA item.
4. Please include original accessories cables, etc., if any.
5. When sending the items, ensure it is (including its box) securely packaged, preferably in the original box. Blackmagic Design is not liable for damages incurred during shipment.
6. Freight charges, duties and taxes are the responsibility of the customer.
7. Results of the RMA process will be notified upon conclusion.

For Official Use Only

Item received date / by	Ship/collection date
Test date / by	Ship/collection by
Test result	Remarks

Material Returning Address: 31 Tannery Lane, HB Centre II, #08-01, Singapore 347788. Tel: +65 6339 2171
Office Hour: Monday – Friday 9.00am – 6.00 pm. Closed on Weekend and Public Holiday

RMA report (For Official Use Only)

Customer Details

Company Name : Digital Oz Co., Ltd
Contact person : Anurak Chantapong
Returning Add. : 388/43 Soi Ramkhamhaeng 53 (Chan Si Chawala),
Phlapphla, Wang Thonglang, Bangkok 10310 Thailand
Country/Location : Thailand
Contact number : +662 012 3785
Email address : support@digitaloz.co.th

RMA
number

287230

28/03/2022

Product Fault Report ☒

Service History for : SmartView Duo (s/n: 8972194)

Fault Reported:
Unable to power up

Description of problem:
- Can't power on
- Can't update firmware because this unit not detect in the software

Trouble shooting steps taken:
- I have try to change power adapter but still same issue.
- Try to update firmware but software it's not detect

Accessories Used :

Physical condition of product:
No visible damage

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Blackmagic Driver / Firmware :
Blackmagic SmartView 4.0.7

Computer Specs:
2.4 GHz Intel Core i5 MacBook Pro 13 (2019)

Computer OS Version:
MacOS Monterey 12.2.1

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Video Source:

Video Standards:
1080p60

Output / Destination Type:

Remarks:

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☒ Service Report

Service Center : Blackmagic Design Asia
Service Engineer : Leafz
Service Date : 28/03/2022 Faulty S/No.

Service Rendered

Unable to power up
Replace SmartView Duo - Main PCB

Remarks

Check List

Notes : Authorized repair center must complete the following checks before returning the RMA item to the respective customer.

- | OK | N/A | |
|----------------------------------|-----------------------|--|
| <input checked="" type="radio"/> | <input type="radio"/> | Check the device physical condition, include the serial number label and any input and output ports (SDI pin broken etc.) |
| <input checked="" type="radio"/> | <input type="radio"/> | Check the power supply |
| <input checked="" type="radio"/> | <input type="radio"/> | Check the SDI, HDMI, optical I/O |
| <input checked="" type="radio"/> | <input type="radio"/> | Check the Ethernet port |
| <input checked="" type="radio"/> | <input type="radio"/> | Check the LCD display |
| <input checked="" type="radio"/> | <input type="radio"/> | Check the knob and button |
| <input checked="" type="radio"/> | <input type="radio"/> | Check the USB port and try to update to the latest firmware |
| <input checked="" type="radio"/> | <input type="radio"/> | Check the Audio I/O (XLR, speaker, mic, talkback) |
| <input checked="" type="radio"/> | <input type="radio"/> | Check the I/O signal for longer period (especially for the intermittent issue) |
| <input checked="" type="radio"/> | <input type="radio"/> | Check the touchscreen (for certain products such as SR4) |
| <input checked="" type="radio"/> | <input type="radio"/> | Check the recording function (for certain products such as HyperDeck) |
| <input checked="" type="radio"/> | <input type="radio"/> | Check for any abnormal noise (fan, speaker, loose parts inside the device) |
| <input checked="" type="radio"/> | <input type="radio"/> | Check and account for accessories that sent in together with the RMA item to ensure that all are returned to the customer (Storage card, Smart Panel etc.) |
| <input checked="" type="radio"/> | <input type="radio"/> | Check for missing screws or improper assembly if the product has been disassembled for repaired |