

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

**Instructions** Open this form with Acrobat Reader only

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

**Product Information / fault report**

Product Family Video n Audio Monitoring	Fault List Unable to power up	Peripheral used ( eg Lens, Storage media,etc)
Product Name SmartView Duo	Description of Problem(s) - Can't power on - Can't update firmware because this unit not detect in the software	
Serial Number 8972194		
Physical Condition No visible damage	Troubleshooting steps taken, if any: - I have try to change power adapter but still same issue. - Try to update firmware but software it's not detect	

**Additional Information**

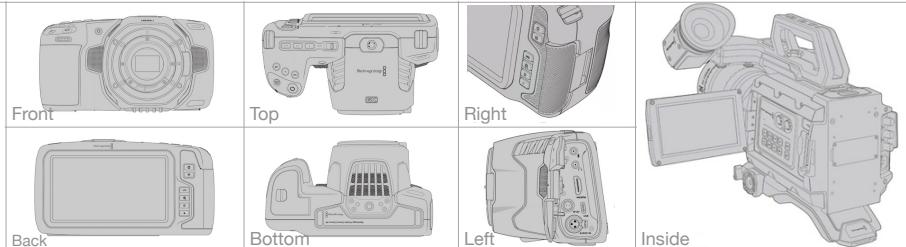
Blackmagic Driver / Firmware installed Blackmagic SmartView 4.0.7	Computer Specs 2.4 GHz Intel Core i5 MacBook Pro 13 (2019)	Operating System & version no. MacOS Monterey 12.2.1
Video Source	Video Standards 1080p60	Output / Display type

**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<sup>+</sup> 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<sup>+</sup>** :

**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),  
 Phlappha, 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