

Date	Ship To Gunze Electronics USA Return Material Authorization (RMA) Attention Quality Department 2113 Wells Branch Parkway Bldg. 5400 Austin, Texas sales@gunzeusa.com
RMA Number	

We want to process your RMA as soon as possible. Providing us with as much information on the issue and pictures will help.

Not all RMA parts may be returned to Gunze Electronics USA, each request is assessed for determination to return parts.

Exception to Warranty policy: Once parts are removed from original packaging the customer assumes responsibility for external or cosmetic issues. Warranty claims for external damage will only be considered on products returned with the Gunze-applied protective release liner.

Parts returned for inspection and pass requirements will be returned to customer referencing the purchase order as listed on the Gunze RMA Request form unless other is provided.

On claims for integrated units- Please contact Gunze Electronics USA if your claim involves a unit already bonded to an LCD panel. Warranty will be void if units is damaged during removal. **If units are intergraded the Touch Sensor will need to be removed. Please contact Gunze Electronics USA prior to touch sensor removal.**

CUSTOMER INFORMATION

Company Name:	Address:
Last Name:	First Name:
Email Address:	Phone:

PRODUCT INFORMATION

Gunze Part Number:	Date of Purchase:	PO#:
Total Quantity Ordered:	Total Quantity Failed:	Quantity Returning:

Touch Sensor <input type="checkbox"/>	Integrated Touch Sensor <input type="checkbox"/>	Other <input type="checkbox"/>
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Manufacturing Date: We need this date to determine root cause and assess if part is still in warranty.
EXAMPLE: Label on Touch Sensor Flex
 Bottom Number is the Part Number 140-3377
 Top Right Number is the Manufacturing Date 51418 (May 14, 2018)



Defect Identification

The following are applied to **the viewing area only**, which includes the first 50% of the inner dielectric perimeter. Judge all conditions using a black background at 4 to 8 second intervals.

The inspection distance is 20 cm @ 45° angle except for pillowing, or Newton Rings. Pillowing or Newton Rings are inspected with the touch panel laying flat. Luminance 600 – 1200 lux

Silver in the active area is regarded as a rejected defect due to potential shorting of the sensor. Dents are not acceptable. Multiple objects of a size that are not ignored, rejects the touch sensor if they are closer than 20 mm in distance from each other.

Cluster – more than one air bubble or foreign object within 0.5 mm of each other. A cluster is measured as one defect

Air Pocket – a foreign object in the viewing area, which is lodged under an overlay film, is causing an air pocket around the foreign object. The air pocket is measured with the foreign object as one defect.

Newton Ring – a Newton Ring rejects the touch sensor unless it has a clear film on clear glass design.

ITEM	CRITERIA	DECISION	IDENTIFY DEFECTS
Stain	The stain is not visible at 20 cm @ 45° angle	If the stain is not visible, then ignore it	Location of Stain?
	If visible at 20 cm @ 45° angle	Measure as Contamination	
Contamination/ Lint/Air Bubbles: Color of contamination does not matter.	$D < 0.25$ mm	Ignored/Conforming	
	$D \geq 0.25$ mm or ≤ 0.40	Acceptable/Condition 1 applies	
	$D > 0.40$ mm	The Touch Sensor is defective	
Scratch: Scratches are spotlighted to determine if the scratch is on an ITO side of the material. The process for determining the ITO side of material is whichever side has the printed buss bars is the ITO side of the film or glass.	$W \leq .05$ mm and $L \leq 15$ mm	Ignored/Conforming	Internal or External?
	$W > .05$ mm or $L > 15$ mm	The Touch Sensor is defective	
	Scratches on the ITO side of film or glass	The material is defective	
Corner Glass Fragment	Corner Fragment $X \leq 2.0$ mm and $Y \leq 2.0$ mm and $Z \leq$ Glass Thickness	Up to 2 corner fragments are acceptable	
Side Glass Fragment	Side Fragment $X \leq 5.0$ mm and $Y \leq 2.0$ mm and $Z \leq$ Glass Thickness	Up to 2 side fragments are acceptable	
Pillow/Swell or Wavy Conditions	H (Height) $\geq .40$ mm	The Touch Panel is Defective	

Other