

<https://rfcommpremier.harris.com/>



Harris RF Communications
PREMIER CUSTOMER SUPPORT

WHAT'S NEW

HARRIS RANKS #12 IN TOP 100 GOVERNMENT CONTRACTORS LIST

Washington Technology ranked the largest companies in the government market for 2014.

Washington
Technology



Harris RF News



Register for an Account

Please Sign In

You need a valid Premier account to gain access to our support system

Why Register for Premier?

Creating a Harris RF Premier account gives you access to a number of great resources which increase the value of your Harris products.

Benefits include:

- Access to a customized product library of the items you own
- Downloads for product manuals and computer-based training
- Superb video training and product demonstrations
- and more.

[Sign up now](#)

Sign In to Premier

Username

Password

[Log in](#)

[Create an account](#)

Having trouble logging in?

You can [reset your password](#)

Create an RF Communications Premier Account

* - required field

Account Type

Selecting the right account

The Harris RF Communications Technical Customer Service Support site is designed specifically for Harris RF Communications products and services and provides the added value that you have come to expect from Harris. Two levels of access are available. Please choose one of the following options:

- **RMA Access Only** - Access to only submit and track RMA requests for Harris products.
- **Product Support and RMA Access** - Access to customer services such as Technical Information, Training Information, Downloads, a Knowledge Base, and more.

Select account type *

RMA Access Only


Create an account...choose the **RMA Access Only** account type, this will allow an automatic account process to occur without requiring manual review and authorization.

State/Province

City *

Zip/Postal Code

Captcha *



Type the text [Privacy & Terms](#)

Cancel

Register

- **Complete the registration form and click “Register”**
- **A validation email will be sent to the email address you provided to complete your registration. After that is completed an email will be sent to let you know account has been enabled.**

You are here: / Home

Return a Product for Service

- Attention Fort Hood Customers - [Please click this link](#) and read the document before proceeding with your RMA request
- Attention Harris Customers located in the European Union - [Harris RF UK Product Service provides a convenient and established Fault Diagnostic and Repair Service.](#)

Part Number	Item Description	Serial #	Problem Description	Warranty Expiration Date
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No Items in RMA Basket. Click "Add Item" to add items to your RMA Basket.

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[Add Item](#) [Clear Items](#)

- The items currently on your RMA Request are listed above. Please note:
- To copy item, click the *Copy* button to the right of the item listing
 - To delete an undesired item, click the *Delete* button to the right of the item listing
 - Your RMA Request Basket is automatically saved for 90 days

• **Click 'Add Item'**

You are here: / Home

Return a Product for Service

Please enter the item for return

Part number:

Serial Number (if
serialized): N/A

All equipment returned to Harris Corporation on a RMA is tested to ensure it meets product specifications. When a detailed description of the 'Problem Description' is included with the RMA additional analysis and or tests will be performed on the equipment to make sure the 'Problem Description' has been indentified and addressed.

Problem Description:

Fields in RED are required.

•Insert equipment information and click 'add'

Return a Product for Service

- Attention Fort Hood Customers - [Please click this link](#) and read the document before proceeding with your RMA request
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Part Number	Item Description	Serial #	Problem Description	Warranty Expiration Date	
10513-1000-07	RT-1796(P) STANDARD RADIO PN:10513-1000-07	012345	DOES NOT POWER UP	21-JUN-10	Delete Copy

Add Item

Submit RMA

Clear Items

The items currently on your RMA Request are listed above. Please note:

- To copy item, click the *Copy* button to the right of the item listing
- To delete an undesired item, click the *Delete* button to the right of the item listing
- Your RMA Request Basket is automatically saved for 90 days

Several options from here...

- **If are only returning 1 item, click 'Submit RMA'**
- **If you are returning additional items that are similar to the item you just added, you can select 'copy' and you will only need to add the serial number of the new item. You will be able to edit the Problem Description**
- **If you have a completely different item, you will want to 'Add' another item**
- **Warranty Expiration is also provided**

Return a Product for Service

Please select a **Contact** and **Company/Address** listing to proceed

Customer Return to Contact

[\[Add New Contact\]](#)

First Name	Last Name	Email	Phone	Fax

Customer Return to Company/Address

[\[Add New Company/Address\]](#)

Company	Address	City	State	Zip	Country

(Optional) Enter an email address below if you would like another Premier user to track this RMA. Please note the person must be a registered user to track RMAs.

Secondary Tracking Email Address:

[Continue](#)

[Cancel](#)

• This page will allow you to choose a return to contact and address. This is who and where Harris should return the equipment after repair. All added contacts and addresses will be stored for future requests.

Return a Product for Service

Please select a **Contact** and **Company/Address** listing to proceed

Customer Return to Contact

[\[Add New Contact\]](#)

First Name	Last Name	Email	Phone	Fax

Customer Return to Company/Address

[\[Add New Company/Address\]](#)

Company	Address	City	State	Zip	Country

(Optional) Enter an email address below if you would like another Premier user to track this RMA. Please note the person must be a registered user to track RMAs.

Secondary Tracking Email Address:

[Continue](#)

[Cancel](#)

• You may also add a secondary Premier user to access information regarding this RMA request. This user will be permitted to view order status from their Premier account. The email address used must match the person's account email address.

Return a Product for Service

Customer Information:

Alana Palmatier

Phone: 585-244-5830

Fax:

Email: apalmati@harris.com

Company: Harris RF Communications

Return To:

Alana Palmatier

97 Humbolt St.

Rochester, NY 14609

USA

Part Number	Item Description	Serial #	Problem Description	Warranty Expiration Date
10513-1000-07	RT-1796(P) STANDARD RADIO PN:10513-1000-07	012345	WILL NOT POWER UP	21-JUN-10

Terms and Conditions

1. Definitions: As used in these Terms and Conditions, the following terms shall have the following meanings:

(a) "Supplies" or "Equipment" shall mean Seller's products or services; (b) The term this "Subcontract," this "Contract" or this "Purchase Order" or this "Agreement" are interchangeable and wherever appearing herein, shall be deemed to mean the contractual instrument, which shall be binding between Purchaser and Seller; (c) "RMA" (Return Material Authorization) shall be a number assigned to a specified list of equipment being sent to Seller for repair/upgrade.

2. Price: Prices estimated and quoted to Purchaser are Time and Material. Seller reserves the right to change prices or terms after the validity expiration date

I HAVE READ THIS AGREEMENT AND AGREE TO ALL OF THE PROVISIONS CONTAINED ABOVE.

Submit RMA

Cancel

•Review page before submitting request. User must agree to Terms and Conditions before being able to submit request

Thank You for submitting your RMA.

Your RMA has been submitted as RMA # 1-260158978

Please print **RMA REFERENCE LABEL # 1-260158978** and attach to your shipment.

Please only send items back that are part of the defective problem.

For additional instruction, please refer to the RMA shipping instructions for further assistance:

- https://rfcommpremier.harris.com/managed_content/domestic_rma_instructions.pdf

You track your RMA submission by using the 'RMA Tracking' link on the left navigation. You can also print the details of your submission with the following link:

- [Print RMA # 1-260158978](#)

This RMA will automatically expire within 180 days of the submission date if Harris has not received the items listed.

If items are not received within 165 days of RMA submission an email will be sent to inform you that Harris has not received the items and that your RMA will expire in 15 days.

Once an RMA has expired it will be necessary to submit a new RMA before shipping the items to Harris.

• Once your request is submitted, you will also receive a confirmation email providing you with the RMA number, shipping instructions link and label link in addition to the above on screen information.