

# EOT REPAIR GUIDE

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## Repairs FAQs

### What devices do we offer for repair?

- Mini LED light box
- LED light box
- Polly
- Power Select
- Code Jumper
- Portable Sound Source
- Braillers: Light touch, Perkins Standard, Perkins electric
  - We cannot repair SMART braille readers purchased from vendors other than APH. APH purchased units are a medium blue color.
  - We can repair Perkins Standard braille readers purchased from vendors other than APH.
- HumanWare: Chameleon 20, Mantis Q40, MATT Connect, MATT Connect v2.1, PageBlaster, Monarch
- Vispero: Juno, Jupiter, Video Mag HD
- ViewPlus: PixBlaster
- Zyrlo: Neptune
- Perkins: Next generation braille reader, SMART braille reader

### How do I initiate a repair?

You can initiate a repair by:

- Email to [po@aph.org](mailto:po@aph.org)
- Website form links. As an EOT/OOA, you can find the federal quota repair form in the *My Resources* tab under the *Forms* section. The form is titled Federal Quota Equipment Repair Request. Direct link if logged in is: <https://www.aph.org/my-account/my-resources/federal-quota-equipment-repair-request/>.
  - When using the website repair form, please ensure you are specific with the issue description of your device. Failure to provide required and specific issue information may cause delays in RMA issuance.
- Public webpage repair form link: <https://www.aph.org/customer-service/repair/>
- Phone at 800-223-1839

The CX representative working your repair case will issue a return authorization (RMA) number that you must reference on the box when sending your device in for repair.



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***Do not send in devices without an RMA number. Do not send devices to APH unless directed to do so.*** Devices received without an APH issued RMA number may be returned to sender.

## What carrier method do I use to ship devices to APH or the third-party for repair?

For devices being repaired by APH, we suggest using UPS or USPS with tracking for return shipping method. Free Matter for the Blind may be used but does not offer tracking. APH is not responsible for items lost in shipping or misdirected by carriers. As such, shipping via a trackable method allows for a claim to be processed with the carrier in the event the device is lost in transit.

For third-party repairs, the manufacturer may provide a return shipping label and if that is the case for your repair, the repair representative will review that during the initial repair set up communication.

Please ensure you use the original product box, or an equivalent box in size and strength, and pack your device well to prevent movement and potential additional damage in shipping. Several devices offered for repair have delicate internal parts and proper packing will ensure additional issues are not created due to handling during shipping.

## Can I use FQ funds to pay for repairs?

Yes, all repair fees can be paid for with FQ funds with your approval and the Federal Quota Equipment Repair Request form also offers an area to denote the FQ account you wish to use if applicable.

## Will I receive an estimate with a breakdown of the repair?

For items that do not have a flat rate for repair, once the evaluation is complete from the third-party repair vendor, you will receive an estimate with the parts and labor line items to approve to issue a PO or confirm payment.

## Who do I pay for repairs not covered under warranty?

All repair payments will be processed through APH. APH repair representatives will work with customers providing the estimate repair quote and customer approval of repair to proceed. The repair representative will reach out regarding payment collection or PO upon completion of the device repair. Once payment is processed, the repair representative will update the repair ticket with the payment confirmation for return shipping of device to the customer.

## What is the evaluation fee?

Evaluation fees are charged by third-party vendors to conduct the initial evaluation of the device received and determine the issue and repair needs to return it to working order. The amount of the fee varies by vendor. These fees are applied to the repair cost if the customer agrees to have the unit repaired. If the customer chooses not to repair the device, the evaluation fee is forfeited.

## What happens if I decide not to have the device repaired?

If you choose not to have the device repaired after the evaluation and repair estimate, the evaluation fee is forfeited and APH will coordinate with you for return of the device as is or disposing of the device for you if you choose not to have it returned.

## How long will my device repair take?

During non-peak months (winter/spring) repairs usually take 4-5 weeks. During peak months (summer/fall) repairs may take 8 weeks or more.

## What if I get the device back and it still has issues?

Repairs are guaranteed for 90 days from date of repair invoice. If the device has the same issue within that time, please contact our CX team and a new RMA will be issued to be re-repaired at no additional charge.

## What is my product warranty period?

- All braillers: 1 year
- Light boxes: 1 year
- Chameleon: 1 year
- ColorStar: 1 year
- ColorTest: 1 year
- Juno: 2 years
- Jupiter: 1 year
- Mantis Q40: 1 year
- Monarch: 2 years
- MATT Connect (both models): 1 year
- PageBlaster: 2 years
- PixBlaster: 1 year
- Polly: 1 year
- Portable Sound Source: 1 year



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- Power Select: 1 year
- Video Mag HD: 1 year

Products in need of repair under warranty will be repaired at no cost to the customer. If the issue is determined to be caused by a non-manufacturer issue covered under warranty, the CX representative will reach out to the customer with the evaluation determination and work with the customer on how to proceed with the repair after the repair cost estimate.

## What products have flat rate repair fees?

Braillers, light boxes, ColorStar, ColorTest, Polly, Portable Sound Source, Power Select

For more information on the flat rate fees, please reach out to our CX Repair team at [po@aph.org](mailto:po@aph.org) or call at 800-223-1839.

## Repairs Process

1. Upon contacting APH for an issue with a device through phone, email, or website, a CX team member will confirm the required information for the device(s) in need of repair, enter the information in our tracking system, and issue one (1) RMA number per device.
  - a. When describing the issue with the device(s), it is important to be as specific as possible to ensure the technicians that will evaluate it have a full picture of the issues the user is experiencing.
2. If the device will be repaired at APH, the CX team member will provide a follow up email to the customer with instructions on shipping the device to APH and the RMA number to be included on the box.
3. If the device will be repaired by our third-party partners, the CX team member will provide a follow up email to the customer with instructions on shipping the device and work with the customer to process payment for the evaluation fee if an out-of-warranty repair.
4. Once the device arrives, it will be evaluated based on reported issue from customer.
  - a. If the device is under warranty, the evaluation will be completed and if confirmed it is covered within the manufacturer's warranty, be repaired at no charge to the customer.



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- b. If the device is under warranty and discovered that the issue is not related to the terms of the manufacturer's warranty, then a repair quote will be provided to the customer.
- c. If the device is not under warranty, the evaluation will be completed and a repair quote of the labor and parts provided to the customer.
5. Once the repair quote is delivered to the customer, the customer provides their approval or rejection of the quote to APH.
  - a. If the customer chooses not to have the device repaired, the CX team member will coordinate with the customer for return of the device or disposal if the customer chooses not to have it returned to them.
6. Once the device repair is complete, an APH CX repair team member will assist in completing the repair payment. Once payment is completed, the device will be shipped back to the customer.