

JR Americas Service Repair Form

Due to the bankruptcy and closure of JR Propo in Japan, warranty coverage on JR manufactured products is no longer offered. JR Americas does offer repair services at the rate of \$60.00 per hour for all genuine JR manufactured products purchased through JR Americas, or a JR Americas authorized dealer. JR Americas does not offer repairs on items that were purchased from a non-authorized JR Americas Retailer.

It is important to confirm that your product was purchased through an authorized JR dealer to insure repair coverage on your equipment. Dealers including but not limited to Hobby King and RC Japan for examples are not JR Americas authorized dealer, therefore service on JR products purchased from these vendors is not offered. Items sent to JR Americas service and determined to be purchased from non-authorized JR Americas dealers will be returned in non-repaired condition at the owner's expense.

Customer Information

First Name: _____

Last Name: _____

Phone: _____ Email: _____

Billing Address

Street: _____

City: _____

State: _____ Zip Code: _____

Country: _____

Shipping Address

Note: Repair orders with an item value exceeding \$250 will be shipped back to you "signature required". If you are not available at your billing address during normal business hours, please provide us with an alternate shipping address (work, etc).

Check here if Shipping Address is the same as Billing Address _____

Street: _____

City: _____

State: _____ Zip Code: _____

Country: _____

Items Included for Servicing

Please include an itemized list of the items included with this shipment

Item Description	Quantity	Problem/Issue
_____	_____	_____
_____	_____	_____
_____	_____	_____

Note: Due to shortages in available servo parts, we ask that you contact us at service@jramericas.com prior to shipping any servos so we can determine if the necessary parts will be available.

Additional Information

Please provide us with as much information as possible regarding the problems you have experienced, as this greatly helps our technicians to replicate and diagnose needed repairs.

Would you would like to be contacted via e-mail for an estimate of repair costs before repairs are performed:

Yes_____ No_____

Note: If yes is selected, customer is liable for standard labor rates for the time required to develop the estimate, even if the customer declines the repair. If repair is declined, customer is also liable for return shipping costs. Estimate requests can also extend the amount of standard repair time to perform the service.

Repair items that remain in the JR Service Center for more than 90 days without payment or response from the customer will be considered as abandoned, and will be disposed of at JR Americas' discretion.

Signature

I hereby authorize JR Americas to perform needed repairs to the equipment listed above, and to contact me as needed during the normal course of repairs for additional questions and payment information.

Signed_____Date:_____

JR Americas Shipping Address and Information

When sending your JR equipment in for servicing, we recommend that you insure the merchandise and ship via USPS with on-line shipment tracking. Merchandise lost in transit is the responsibility of the shipper. Upon completion, your repair will be returned to you via common carrier. Return shipping is billed to the customer at the time of the repair. Expedited shipping is available for additional fees.

Effective September 1, 2018, the JR Americas Service Center will be relocating to New Hampshire. JR Americas will ONLY accept repairs for DSM RF related repairs and upgrades at our Champaign facility. Please see information below for the correct address to ship your JR repair based on the type of repair required.

Repairs sent to the incorrect Service Center will be charged an additional \$10.00 handling/transfer fee.

OPTION 1

For All Standard JR Repairs, Non-DSM RF Related
<p>JR Americas Service Center 179 North Main Street Boscawen, NH 03303 e-mail: service@jramericas.com</p> <p>All standard JR service repairs (switches, cases, CPU issues, DMSS products/issues)</p> <p>ALL DSM related repairs and upgrades ONLY should still be sent to our Champaign Illinois main office.</p>

OPTION 2

For all DSMX Upgrades, or DSM/DSM2/DSMX RF Related Repairs
<p>JR Americas PO Box 8757 Champaign, IL 61826 e-mail: support@jramericas.com</p> <p>All DSM related RF repairs and DSMX upgrades ONLY should be sent to our Champaign, Illinois facility. If your transmitter has binding, range, or other RF related issue, it should be sent to this facility. However, if your transmitter is DSM equipped (9503, 12X, etc.) but requires other repairs (switch replacement, case issues, CPU issues) this type of repair should be sent to our New Hampshire location.</p>

For questions regarding servicing of JR products, please contact JR Americas at service@jramericas.com