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FIELD SERVICE ALERT

Dear RF elements customer,

We discovered possible fault on following products:

StationBox® ALU



StationBox® ALU CARRIER CLASS



The fault part of the product is enclosure cover. We are suspicious that due to this fault, some of the products may not be able to seal correctly to be waterproof.

We identified low amount of non compliant units, but due to high volume of manufactured and distributed units, we consider as necessary to inform you about this issue and prevent potential troubles that it may cause to customers.

To identify faulty product, please check following pictures: Picture 1 shows OK product with top cover in correct position. Picture 2 shows faulty product - top cover is in incorrect position due to residual material that blocks the cover from closing the StationBox tight.

Picture 1



Picture 2



If you purchased product that shows incorrect top cover position, please contact your reseller or distributor with RMA requirement. We will replace the top cover as warranty fault.

We apologize for inconvenience. If you have further questions, feel free to contact us on info@rfelements.com.

Best regards

Peter Fic
Quality Assurance Manager