



Cisco-SA Product Repair

RMA Request

- [▶ RMA Frequently Asked Questions \(PDF\)](#)
- [▶ RMA Procedure \(PDF\)](#)
- [▶ RMA Request Form](#)
- [▶ Order Repair Tags](#)

Repair Reports

- [▶ Repair Exchange Report](#)
- [▶ Repair Statistics Report](#)

Cisco/SA Repair Centers

North America (All products except PowerVu)

Toll-Free: 1-800-722-2009, option 3-1
Fax: 1-770-236-5477
E-mail: returnforrepair@cisco.com

North America (PowerVu products)

Toll-Free: 1-888-949-4786, option 1
Fax: 1-416-299-7145
E-mail: returnforrepair@cisco.com

Europe (All products)

Telephone: +32-56-44-51-74
E-mail: emea-rma-request@cisco.com
RMA Status: emea-repair-status@cisco.com

Emerging (except Latin America)

Telephone: +32-56-44-51-74
E-mail: emea-rma-request@cisco.com
RMA Status: emea-repair-status@cisco.com

Latin America Region (All products)

Brazil

Telephone: +55-11-5508 1505
Fax: +55-11-5508 9998
E-mail: fattinl@cisco.com

Mexico

Toll-Free: 1-800-722-2009
Telephone: +52 55 5267 1808
Fax: 1-770-236-5477
E-mail: lopezma@cisco.com

Latin America (except Brazil and Mexico)

Telephone: +1-770-236-5662
Fax: +1-770-236-5477
E-mail: toem-vtg@cisco.com

Asia Pacific Region (All products)

China (mainland)

Telephone: +86-21-2401-4431
Fax: +86-21-2401-4455
Email: xuhon@cisco.com

Japan

Telephone: +81 3 6434 6013
Fax: +81 3 6434 6242
E-mail: toapj-vtg@cisco.com

Korea

Telephone: +82-2-3429-7727
Fax: +82-2-3453-0852
E-mail: toapj-vtg@cisco.com

Asia Pacific (except Japan, Korea, India)

Telephone: +852-2588-3282
E-mail: toapj-vtg@cisco.com

India

Telephone: +91 22 4043 4143
E-mail: toapj-vtg@cisco.com

PowerVu Products

[Content Distribution Products \(PowerVu\) Technical Support and Repair Information](#)



Authorized Repair Centers

Authorized Repair Centers - North America

The Cablesoppe Inc. (Explorer Setup in & out-of-warranty repair only)

1410 Birchmount Road,
Toronto, ON, M1P 2E3
Canada.
Telephone: (416) 293 3634
Fax: (416) 293 5258
Contact: Stan Muthulingam
Email: info@thecablesoppe.com

Communications Test Design, Inc. (Explorer and IP Setup in and out-of-warranty repair)

1373 Enterprise Drive
West Chester, PA 19380
Contact: Duane Knecht - Vice President - Sales, Marketing & Customer Service
Telephone: (610) 793-8327
Fax: (610) 429-3861
Email: DKnecht@CTDI.COM

Contec, LLC (Explorer Setup in and out-of-warranty repair)

1023 State Street
Schenectady, NY 12307-1511
Telephone: (518) 382-8000
Contact: Ritch Kielb, Senior Vice President, Sales
Telephone: (518) 382-8000 x2100
Email: rkielb@gocontec.com

OVCS, Inc. (Ohio Valley Cable Services) (Explorer Setup out-of-warranty repair only)

1030 Freeway Drive North, Building Six
Columbus, Ohio 43229
Telephone: (614) 890-1782
Fax: (614) 890-3868
Contact: Doug Tompkins
E-mail: DTompkins@ovcs.tv

Solution Digitale Inc./Digital Solution Inc. (Explorer Setup in and out-of-warranty repair)

3800, rue Richelieu
Saint-Hubert, Quebec
Canada
J3Y 7B1
Telephone: (450) 656-9150 or 1-800-661-8685
Fax: (450) 656-4557
Contact: Michel Desmarais – Plant Manager
Email: desmaraism@solutiondigitale.com

Teleplan Videocom Solutions, Inc. (Explorer Setup in and out-of-warranty repair)

100 W. Commons Blvd., Suite 415
New Castle, Delaware 19720
Telephone: (302) 323-8505
Mobile: (302) 438-5175
Fax: (302) 322-6331
Contact: Catherine Albright
Email: Catherine.Albright@teleplan.com



Tulsat Corporation (Analog Headend and Line Gear in and out-of-warranty repair)

1605 East Iola,
Broken Arrow, Oklahoma 74012
Telephone: (918) 251-2887
Fax: (918) 251-1138
Contact: David Chymiak - Chairman
Email: dave@tulsat.com

Authorized Repair Centers - EMEA Region

Communications Test Design, Inc. (IP Setup in and out-of-warranty repair)

CTDI Kft.
Toth Arpad u. 1/B
1183 Budapest
Hungary
Telephone: +36-1-296-1847
Fax: +36-1-297-1610
Contact: Peter Szeman
Email: Peter.Szeman@ctdi.eu

Regeneris PLC (RF Setup and PowerVu in and out-of-warranty repair)

Westwood One,
1 James Watt Avenue
Westwood Park
Glenrothes, KY7 4UA
United Kingdom
Telephone: +44 (0)1592 774704
Contact: Stuart Williams - Business Development Executive
Tel: +44 (0)1592 774704
Email: stuart.williams@regenerisplc.com

Teleplan Communications BV (RF Setup Screening Only)

Werner van Siemensstraat 17
2712 PN Zoetermeer
The Netherlands
Telephone: +31 65 328 9237
Contact: Hugo Wentzel
Email: hugo.wentzel@teleplan.com

Authorized Repair Centers - Latin America Region

Contec de Mexico (Cable Modem in and out-of-warranty repair)

Camino Real a Toluca # 150.
Bodega A2.
Bellavista, Tacubaya. Mexico
Telephone: +52 (77) 2720
Contact: Miguel D Diaque - Director
Email: mdiaque@gocontec.com

GLOBAL TECNOLOGIA em REPAROS Ltda. (Cable Modem and RF Setup in and out-of-warranty repair)

Rua Caiara , 202
Santo Amaro - 047030-030
São Paulo - Brasil
Telephone: +55 (11) 5641 7247
Contact: Alvaro Vilella - Director
Email: alvaro.vilella@globalreparos.com.br



TECCAM S.R.L. (Cable Modem in and out-of-warranty repair)

Francisco Bucarelli 3053
(1431) Ciudad Autonoma de Buenos Aires
Argentina
Telephone: 54-11-4542-4511
Fax: 54-11-4542-2382
Contact: Vicente Campolongo
Email: vcampolongo@teccam.com.ar

Authorized Repair Centers - Asia Pacific Region

Communications Test Design, Inc. - India (RF Settop in and out-of-warranty repair)

CTDI - India
196, Sector – 6, IMT Manesar,
Gurgaon 122 051
Haryana
India
Telephone: +91-124-4748777
Fax: +91-124-4147120
Contact: Manoj Singh
Email: manoj.singh@ctdi.in

C-Net Communications (India) Pvt. Ltd. - India (PowerVu in and out-of-warranty repair)

A-37, Mayapuri Industrial Area, Phase-II
New Delhi-110064,
India
Telephone: +91 (11) 28117666 / 67 / 68
Fax: +91 (11) 28115355
Contact: Mohit Verma
Email: mohit.verma@c-net.bz