



February 2006

## New RMA Service from Westwind

Following a recent review of the repair service offered to our customers, Westwind Air Bearings is proud to announce the introduction of a new improved Return Material Authorisation (RMA) procedure.

**From 13 February 2006**, all customers will be asked to apply for an RMA number before returning the goods for repair. To obtain an RMA number from Westwind's Repairs Department, we would kindly ask our customers to provide the following information:

- Spindle / item number
- Failure mode
- Serial number (if applicable)
- Details of return  
(Repair / Warranty Claim)

A dedicated email address has been set up for customers to apply for their RMA number. Alternatively, customers can also choose to apply via phone or fax:

**Westwind RMA Service:**

**Email:** [rma@gsig.com](mailto:rma@gsig.com)

**Tel:** +44 (0)1202 6272394 / **Fax:** +44 (0) 1202 627202

Upon receipt of your application, Westwind will acknowledge with an RMA number within 24 working hours. The launch of Westwind's rapid response RMA service is part of our ongoing commitment to providing world class customer support, allowing Westwind to become more proactive and responsive to field failures. The introduction of the new procedure will provide Westwind with advance warning of customer returns, enabling early custom clearance, part/labour forecasting, improved field awareness and symptom failure vs. malfunction for design developments – all resulting in faster turnaround for your repair requests.

If you have any questions or would like further information on Westwind's new RMA procedure, then please email: [repair@westwind-airbearings.com](mailto:repair@westwind-airbearings.com). In the meantime let me take this opportunity to thank you for your continuing business with Westwind.

Yours sincerely,

**Repairs Department  
Westwind Air Bearings**

Westwind Air Bearings, a division of GSI Group Ltd.

Holton Road, Holton Heath, Poole, Dorset. BH16 6LN. UK

Tel: +44 (0) 1202 627200 Fax: +44 (0) 1202 627208

Email: [support@westwind-airbearings.com](mailto:support@westwind-airbearings.com) Web: [www.westwind-airbearings.com](http://www.westwind-airbearings.com)