

Shipping Devices to Actel for Failure Analysis

Devices must be shipped to Actel with reference to the FA (failure analysis) or RMA (return materials authorization) number. The RMA number is required for RH/RT (RadHard/RadTolerant) device shipments. Actel's Applications Department will notify the customer of which shipping procedure is required.

Devices Shipping under RMA Number

1. Include a detailed packing list reflecting all product and quantities being returned to Actel. Ensure that the RMA number and Tech Support case number is on the packing list.
2. Devices should be shipped in original packaging whenever possible. If not possible, devices should be shipped in a clamshell, or in similar ESD-safe packaging that will not alter the condition of the device pins.
3. Shipment must be addressed to¹:

Actel Corporation
Attention: RMA Receiving
2051 Stierlin Ct.
Mountain View, CA 94043-4655

4. The RMA number and Tech Support case number must be written on the outside of the shipping container so that it is clearly visible; the RMA number and Tech Support case number must also be referenced on all documentation, such as the waybill and commercial invoice.
5. Each outer carton must be numbered 1/3, 2/3, 3/3, etc.
6. Do not mix RMAs inside of the same inner carton. RMAs can be combined in the same shipping container if each individual RMA is in its own inner carton and all RMA numbers are referenced on the outside of the shipping container as described in Step 4 above.
7. RMAs must be returned to Actel using the following approved carriers:

For North America RMAs

FedEx[®], ground or overnight, freight collect. Bill to Actel account # 2225-4913-2.

For International RMAs

FedEx international service, freight collect. Bill to Actel account # 2225-4913-2.

1. Note the shipping address for RMA returns is different than the Actel corporate mailing address.

Failure to comply with any of the above items will result in either refusal of the RMA at Actel's dock or return of the product to the customer at the customer's expense.

Devices Shipping under FA Number (Excludes RH and RT Devices)

1. Include a detailed packing list reflecting all product and quantities being returned to Actel. Ensure that the FA number is on the packing list.
2. Devices should be shipped in original packaging whenever possible. If not possible, devices should be shipped in a clamshell, or in similar ESD-safe packaging that will not alter the condition of the device pins.
3. Shipment must be addressed to¹:

Actel Corporation

Attention: [Recipient Name]

FA#: [FA number assigned by Actel]

2051 Stierlin Ct.

Mountain View, CA 94043-4655

4. Write the FA# clearly and in large numbers on the outside of the package.
5. Each outer carton must be numbered 1/3, 2/3, 3/3, etc.
6. Do not mix FAs inside the same inner carton. Devices can be combined in the same shipping container if each individual FA is in its own inner carton, and all FA numbers are referenced on the outside of the shipping container as described in Step 4 above.
7. FA devices must be returned to Actel using the following approved carriers:

For North America FAs

FedEx[®], ground or overnight, freight collect. Bill to Actel account # 2225-4913-2.

For International FAs

FedEx international service, freight collect. Bill to Actel account # 2225-4913-2.

Failure to comply with any of the above items will result in either refusal of the RMA at Actel's dock or return of the product to the customer at the customer's expense.

1. Note the shipping address for RMA returns is different than the Actel corporate mailing address.



For more information, visit our website at www.actel.com



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