RE: DLP NIRscan Nano EVM -Problem

Thakur, Vivek <v-thakur@ti.com>

พฤ 5/8/2021 9:58

ถึง: Sureepone N. <ko_okk_k@hotmail.com>

Please use this email as reference with them for RMA.
Regards,
Vivek

From: Sureepone N. <ko_okk_k@hotmail.com>
Sent: Wednesday, August 4, 2021 9:49 PM
To: Thakur, Vivek <v-thakur@ti.com>
Subject: [EXTERNAL] Re: DLP NIRscan Nano EVM -Problem

Dear Vivek
    Yes, I bought them from on-line TI store. Before with you, I have asked to replace unit from customer support center and they told me to that I needed the product line engineer to confirm the problem of device. for Please suggest me the step for request RMA. Where should I start?? Thank you

Best regards
Sureeporn

Ronnarit Rittiron order history

2 orders placed in   last 90 days ⌄

↓↑ Date ordered	Order number	PO reference #	# of line items	Ship to
07/01/2021	T01525690		1	Kasetsart University Ronnarit Rittiron
06/30/2021	T01523420		1	Kasetsart University Ronnarit Rittiron

Sent from my iPhone

On 4 Aug BE 2564, at 04:51, Thakur, Vivek <v-thakur@ti.com> wrote:

If they were shipped on 7 July '21 then they are under warranty. Please request for RMA.
Did you buy from on-line TI store?
Regards,
Vivek

From: Sureepone N. <ko_okk_k@hotmail.com>
Sent: Saturday, July 31, 2021 7:03 AM
To: Thakur, Vivek <v-thakur@ti.com>
Subject: [EXTERNAL] Re: DLP NIRscan Nano EVM -Problem

Dear Vivek

   Thank you for your fast reply and sorry that I didn't inform you that 2 units were bought from you in order no. T01523420 and T01525690 and shipped on 7July 2021. So I think it's still under warranty. And I still want to replace it. Please help me solve this problem.

Best regard
Sureeporn

Sent from my iPhone

On 30 Jul BE 2564, at 22:43, Thakur, Vivek <v-thakur@ti.com> wrote:

I found one sample of Flurilon 99. Please email me your address. I will mail it to you.
This will fix your problem for long term.
Regards,
Vivek

From: Thakur, Vivek
Sent: Friday, July 30, 2021 10:41 AM
To: 'Sureepone N.' <ko_okk_k@hotmail.com>
Subject: RE: DLP NIRscan Nano EVM -Problem

Hello Sureepom,
The EVM from TI are warranted only for 3 months (90 days). I believe this unit is way past warranty period. I am not in position to help.

If you are asking to replace unit just because you do not have 99% reflective standard. My recommendation is that your should get one because without reflective standard you will not be able to do any meaningful measurement. The lamp output changes with time, temperature and humidity. Therefore you have to periodically take white reference. I understand that some of these standard are very expensive. I have attached link to Avian technologies. Their product Flurilon 99 is very substitute for standard and relative inexpensive. Please reach out to them and see if you can get one.
https://aviantechnologies.com/product/fluorilon-99wtm/

regards,
Vivek

From: Sureepone N. <ko_okk_k@hotmail.com>
Sent: Thursday, July 29, 2021 11:37 PM
To: Thakur, Vivek <v-thakur@ti.com>
Subject: [EXTERNAL] DLP NIRscan Nano EVM -Problem

Dear Sir
   I'm researcher from Kasetsart University,Thailand. I bought 2 devices from you. One device is no problem but other one isn't. I faced the problem of measuring using your factory reference and have fixed it as the customer support team suggested in Link (https://e2e.ti.com/support/dlp-products-group/dlp/f/dlp-products-forum/891922/dlpnirnanoevm-dlpnirnanoevm-error-scan-or-reference-data-interpret-failed?tisearch=e2e-sitesearch&keymatch=scan%20or%20reference%20data%20interpret%20failed#). However, I don't have a 99% NIR reflective standards like you. So, I think that it's shouldn't replace your factory reference value causing the absorbance obtained from 2 devices are different. Can I replace it with a new one? Hope to see your response as soon as possible.

Best regards
Sureeporn

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