

# Cherry Creek Systems

## Customer Board Repair Info Sheet

<b>Company Name:</b>
<b>Location (if multiple):</b>
<b>Board Type Sent in for Repair (example: BIC or NIC Power Supply, etc.):</b>
<b>Serial Number (if applicable):</b>
<b>How does the Boom or ECHO behave when power is applied to the controller and/or is being used? (explain the issues occurring)</b>
<b>If boards are irreparable, who should we contact to discuss cost of replacement parts?</b> <b>Name:</b> _____ <b>Phone:</b> _____ <b>Email:</b> _____  <input type="checkbox"/> Check this box if you DO NOT want us to reach out about replacement boards, and only send back what could be repaired.
<b>Do you wish to accept a 10% expedite fee to have the repairs pushed to the front of the queue and sent back as soon as possible?</b> <input type="checkbox"/> YES <input type="checkbox"/> NO
<b>What shipping method should we use to return the board(s) to your location?</b>  <input type="checkbox"/> FedEx Ground <input type="checkbox"/> 2nd Day <input type="checkbox"/> 3rd Day <input type="checkbox"/> Overnight
<b>Use this box for any additional information you wish to provide:</b>

***Upon receipt of this form with components to repair, Cherry Creek Systems will automatically initiate repairs and bill for the cost of repairs performed.***

***Note the following boards cannot be repaired due to obsolete parts:***

- ECHO Single or Dual Water Controller
  - o GCA 110A & 110B
  - o *With knobs & switches on side; no display or keypad*
- Basic Boom Controller (BBC)
  - o GCA 120A & 120B
  - o *Not the Basic Irrigation Controller (BIC); it can still be repaired*
- Smart Boom Controller
- Any of the East Coast Designs Controllers