

## TROUBLESHOOTING

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### 6-1 INTRODUCTION

This section contains a list of problems which users have encountered and a few suggested actions that may correct the problem. If the suggested corrective action does not eliminate the problem, please contact your Powerwave field representative or the factory for further instructions.

#### NOTE

Check your sales order and equipment warranty before attempting to service or repair the unit. Do not break the seals on equipment under warranty or the warranty will be null and void. Do not return equipment for warranty or repair service until proper shipping instructions are received from the factory.

### 6-2 TROUBLESHOOTING

Refer to table 6-1 for troubleshooting suggestions.

Table 6-1. Troubleshooting.

SYMPTOM	SUGGESTED ACTION
MCPA Inoperative	1. Check for proper power supply voltage.
MCPA Not Enabled	1. Verify HPA-Allow-Enable line is high.
Alarm Output is (RS 422) High	Verify input RF is within specified power and frequency limits

### 6-3 RETURN FOR SERVICE PROCEDURES

When returning products to Powerwave, the following procedures will ensure optimum response.

#### 6-3.1 Obtaining an RMA

A Return Material Authorization (RMA) number must be obtained prior to returning equipment to the factory for service. Please contact our Repair Department at (949) 809-1100 to obtain this number, or FAX your request to (949) 757-6676. Failure to obtain this RMA number may result in delays in receiving repair service.

#### 6-3.2 Repackaging for Shipment

To ensure safe shipment of the amplifier, it is recommended that the package designed for the amplifier be used. The original packaging material is reusable. If it is not available, contact Powerwave's Customer Service Department for packing materials and information.