

1. Visit the ATOP RMA Request page by clicking the link below:

<https://sites.google.com/atop.com.tw/atoprmarequest>

2. Click to download the "**Batch Upload Sample**" file.



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ATOP RMA Request

Welcome to our online repair request service. To ensure a smooth submission process, please review the following instructions before proceeding:

- Please complete all required fields in the form below.
- The file upload function requires you to sign in with a Google Account.
- If you are unable to sign in or do not have a Google Account, you may instead send your files to our customer service team at: RMA@atop.com.tw

RMA Return Address : 2F, No. 146, Section 1, Dongxing Road, Zhubei City, Hsinchu County
30261, Taiwan, R.O.C RMA Service Center (Recipient)

Tel : +886 3 5508137 **Fax** : +886 3 5508131

[Download Batch Upload Sample](#)

⬅ Please **[click here to download the Batch Upload Sample]**, complete the file, and then upload it using the form below.

3. Open the downloaded file titled "ATOP RMA REQUEST FORM.xls".

今天 (1)



類型: Microsoft Excel 97-2003 工作表
大小: 150 KB
修改日期: 2025/12/19 下午 03:11

4. In the first tab, "**Profile**", enter the required information.

Note: Fields marked with "★" are mandatory.

	A		C
1	e-mail :	★	<---- Contact Person Email
2	Company Name :	★	<---- Company Name
3	Customer Ref# :		<---- Customer Reference/Order Number
4	Contact Person :	★	<---- Contact Person ---- Name
5	Receiver :	★	<---- Contact Person Name for Repaired Item Return
6	ShipTo :	★	<---- Repaired Item --- Return Shipping Address
7	Phone No. :	★	<---- Contact Person --- Phone Number
8	Ext# :	★	<---- Contact Person --- Extension Number
9	Fax No.:		<---- Contact Person --- Fax Number
10	Country :	★	<---- Contact Person --- Country
11	Remarks :		<---- Remarks
12	CC :		<---- Emails needing additional notification; can use ";" to separate multiple recipients.

5. Go to the second tab, "ItemList", and provide the following details for the products to be repaired:

- **Model Name or P/N (You may fill in either one)**
- **S/N (Serial Number)**
- **Problem Description**

Model Name	SN	Problem Description
SE5901B-4G	A202500000-0220	NO POWER
AT705	A201890000-0120	FAIL
EHG2308	A189820000-0880	NO LED
EHG7512	A178980000-0520	NO IP

Refer to the image below (in the original document) for the physical location of the Model Name and S/N on the product.



Industrial Cellular Serial Gateway

DC Rating: 9 – 48 V ---; 1.1A max.

Model SE5901B-4G-EU

LAN 10.0.50.100

FCC ID RPY-SE-MB-PG5901B

MAC 006050-210652

P/N 1P1SE5901B4G13G

S/N A226204650-0044

IMEI 862348056099708



This device complies with part 15 of the FCC Rules.
Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) this device must accept any interference received,
including interference that may cause undesired operation.



Manufacture Addr:
1F, 30 R&D Rd, S. Science-Based Industrial Park,
Hsinchu 30578, Taiwan, R.O.C.

Made in Taiwan
2013E1911900010

Model Name

P//N

SN



6. After completing all the information, return to the original RMA Request page and **Log in to your Google Account**.

Note: If you do not have a Google account, please send the completed "**ATOP RMA REQUEST FORM.xls**" via email to:
RMA@atop.com.tw

In the email body, please specify:

- **Company Name:** [Your Company Name]
- **Instruction:** Please return the repaired items to the provided "Shipping Address" after the RMA service is completed.



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mail to our customer service team at: RMA@atop.com.tw

RMA Return Address : 2F, No. 146, Section 1, Dongxing Road, Zhubei City, Hsinchu County
30261, Taiwan, R.O.C RMA Service Center (Recipient)

Tel : +886 3 5508137 **Fax :** +886 3 5508131

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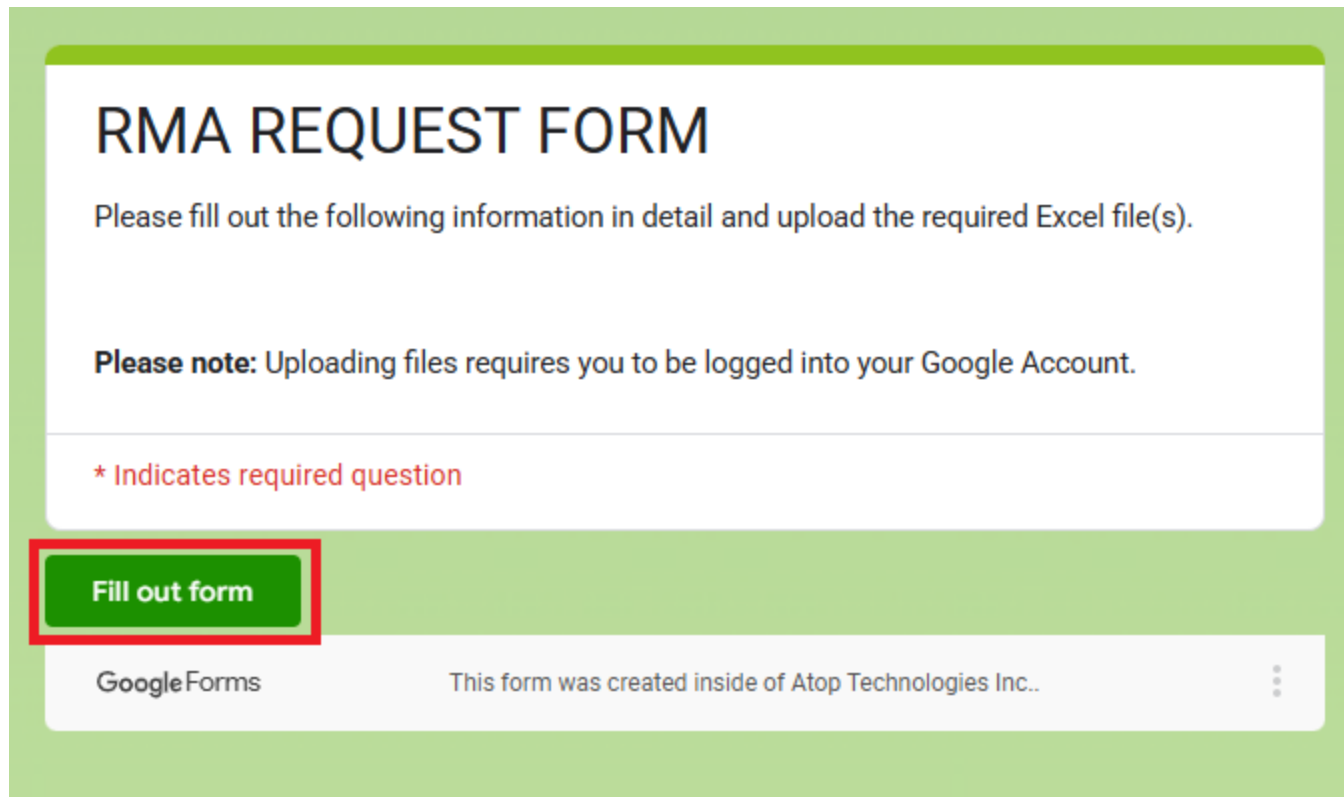


Sign in to your Google Account

You must sign in to access this content

[Sign in](#)

7. Once logged in, click on the "Fill out the form" button.



RMA REQUEST FORM

Please fill out the following information in detail and upload the required Excel file(s).

Please note: Uploading files requires you to be logged into your Google Account.

* Indicates required question

Fill out form

Google Forms This form was created inside of Atop Technologies Inc..

The image shows a Google Forms interface for an RMA Request Form. The form title is "RMA REQUEST FORM". Below the title, there is a instruction: "Please fill out the following information in detail and upload the required Excel file(s)". A note states: "Please note: Uploading files requires you to be logged into your Google Account." A legend indicates that an asterisk (*) denotes a required question. A green button labeled "Fill out form" is highlighted with a red border. At the bottom, the Google Forms logo and the text "This form was created inside of Atop Technologies Inc.." are visible, along with a three-dot menu icon.

8. Choose the appropriate RMA TYPE: Repair \ Rearrange \ DOA (**Dead on Arrival**)

The name, email, and photo associated with your Google account will be recorded when you upload files and submit this form

* Indicates required question

Email *

Record ~~rma@step.com.tw~~ as the email to be included with my response

RMA Type *

Choose ▼

Upload the Excel File *

0 MB / 10 MB

9. Click "Add file" to upload the "ATOP RMA REQUEST FORM.xls" you just filled out.

After the upload is complete, click "Submit".

RMA Type *

Choose ▼

Upload the Excel File *

Upload 1 supported file: spreadsheet. Max 10 MB.

[Add file](#)

Send me a copy of my responses.

[Submit](#) [Clear form](#)

10. Once submitted, the RMA application is complete, and you may close the webpage. You will receive a confirmation email from ATOP RMA.

If you have any questions, please contact us at RMA@ATOP.COM.TW.



RMA REQUEST FORM

Thank you for contacting us. We have successfully received your submission.

An RMA Case Confirmation Email will be sent to the email address you provided. This email will include your assigned tracking number and the shipping address for sending in your product for repair.

Please review the email to confirm that your RMA request has been successfully created. If you do not receive the email within a reasonable time, please check your spam folder or contact our support team for further assistance.

[Submit another response](#)