

ARYA POC Repair Process Structure

ARYA Mini: This unit does not have a standard repair process because it is backed by the ARYA Replacement Program

ARYA Airtivo Max: This unit does not have a standard repair process because it is backed by the ARYA Replacement Program

ARYA Halo: This unit does not have a standard repair process because it is backed by the ARYA Replacement Program

ARYA Go Repair Process

As an authorized repair center, we perform in-house repairs on the ARYA Go for most issues. However, if the compressor, motor, or motherboard requires replacement, the unit will be sent to the factory for repair.

Repair Procedure

1. **Initial Contact:** The patient contacts our office to report an issue with their ARYA Go.
2. **Phone Troubleshooting:** Before the unit gets sent in for evaluation, we will troubleshoot the issue over the phone to determine whether it can be resolved without a physical repair.
3. **RMA Authorization:** If phone troubleshooting does not resolve the issue, the patient must obtain a Return Merchandise Authorization (RMA) number before returning the unit for repair.
4. **Shipping Costs:** The customer is responsible for all shipping costs associated with returning the unit.
5. **Check-In and Diagnostic Testing:** Upon receipt of the ARYA Go, our team will check in the unit and test it in an attempt to replicate the reported issue.
 - Note: If the issue is replicated, the unit will be placed in the repair queue.
 - Note: If the issue cannot be replicated and the machine is functioning properly, no repair will be performed.
6. **Repair Timeline:**
 - Note: **In-house repairs:** Typically completed within 1–3 weeks, including shipping.
 - Note: **Repairs going back to the factory (compressor, motor, or motherboard):** Typically completed within approximately 4 weeks. ARYA Halo