

PRODUCT NOTICE

PN# 26-08 | Aug 26, 2026

Aircore EC+ Portfolio: RMA Process Update

Summary

Effective immediately, Infinitum is updating its Return Material Authorization (RMA) process. Products returned under RMA will now be shipped back with the latest production firmware version rather than the version originally installed, with an exception for PPAP customers.

Key Updates

- Effective immediately, a product returned under RMA will be shipped back with the latest production version of the firmware. The latest production version was communicated in [PN# 26-02](#), dated April 2026. Customers should note the operational and performance differences between firmware versions and use sound engineering judgment prior to installation. As new firmware versions roll into production, Infinitum notifies customers via a Product Notice.
- This change does not apply to PPAP (Production Part Approval Process) customers. Products returned under RMA for PPAP customers will continue to ship with the most recent firmware version covered by the customer's current PPAP approval.

Question	Answer
Q1. What is Infinitum's RMA policy?	Infinitum's RMA policy is available here .
Q2. How do I get technical support or request an RMA?	To initiate an RMA, customers must contact Infinitum Support and provide the necessary information. Refer to the RMA policy for more details.
Q3. What are the return shipping instructions?	Return shipping instructions are available here . Refer to the RMA policy for more details.
Q4. What are Infinitum's standard Terms and Conditions, including warranty terms?	Infinitum's Terms and Conditions and warranty terms are available here .
Q5. What is PPAP (Production Part Approval Process)?	PPAP stands for Production Part Approval Process. Infinitum uses the PPAP process to standardize technical specs for certain high-volume customers.

Contact

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