



Defective Navy Solid State Player (NSSP) SOP

If you have a damaged player or one in need of servicing, follow these steps.

****If you are a Navy ship please contact site@navy.mil for NSSP player issues.**

****Caution: Do not open the unit's case.**

1. **Do not attempt to repair the unit or replace batteries.** Opening the case will disable the player and void the warranty. If this occurs, we may not be able to replace your unit.

2. Contact Navy Motion Picture Service. Call 901-874-6537 or DSN-882-6537 or Email **brian.a.jenkins28.naf@us.navy.mil** for initial guidance.

3. Complete the attached form and return it with the player. Email a copy to: **brian.a.jenkins28.naf@us.navy.mil**

4. Players must be returned via traceable means (i.e. FedEx, UPS, DHL) and insured for \$2000.00 to the address below along with the completed Defective NSSP Return Form. **DO NOT SEND VIA POUCH MAIL.**

Navy Motion Picture Service
Attn: Brian Jenkins
7736 Kitty Hawk Ave Bldg 457
Millington, TN 38055

5. Please **KEEP** the power cords, connection wires, and remote Control.

6. Once the defective player has been received by NMPS, it will be repaired or a replacement unit and a new custody form will be shipped to you. Always save the Catapult Box and packaging for use in possible returns.

Units that break down must be returned to NMPS.



Defective NSSP Return Form

Site Name: _____

NMPS Account Number : _____
(located on your monthly movie shipment paperwork)

Contact Name: _____

Contact Phone: _____

Contact Email: _____

Player Serial Number: _____

Brief description of the Player issue: _____

Include this form with the returned player.

Also Email: brian.a.jenkins28.naf@us.navy.mil

- Include a copy of the player return form**
- Include shipment method (FedEx, UPS, DHL, USPS)**
- Include tracking number**