

Technical Issues and RMA Procedure

In the event there are defects in material or workmanship or a failure to meet specifications, promptly notify your local sales agent. They can advise whether it will be necessary to contact SensL directly.

To contact SensL's Technical Support Department, call SensL USA at **+1 (650) 210 9110 (ext 3)** or SensL Ireland at **+353 21 435 0442**. Alternatively you can contact SensL by emailing rma@SensL.com.

Contacting SensL

When contacting SensL, please provide the Technical Support Representative with the following information:

- Your contact information
- Product serial number or original order number
- Description of problem (i.e., hardware or software)

To help our Technical Support Representatives diagnose your problem, please note the following conditions:

- What was the state of the system right before the problem?
- Have you seen this problem before? If so, how often?
- Can the system continue to operate with this problem, or is the system non-operational?

How to Open a Case and Request an RMA

Your authorized sales agent or a SensL Technical Support Representative may create your case. SensL will confirm receipt of your case within one business day. An Applications Engineer (AE) will be assigned as your primary case contact. He or she will determine if the equipment must be returned for repair. **Important:** All product returns require a Return Material Authorization Number (RMA #). This number must be obtained from our Technical Support Representatives prior to returning the equipment. An RMA form can be found in this User Guide or can be downloaded by clicking [here](#).

Product Return Types

1. Damage During Shipment or Dead on Arrival (within 30 days of receipt)

If you received components that were visibly or otherwise obviously damaged during shipment, they may be returned to SensL for replacement. To qualify for this return, you may not use or mount these obviously damaged parts. The equipment and its original packaging must be returned to SensL within 30 days of receipt.

2. Component Failure Within Warranty Period (1 year from date of purchase)

Functional failures may be returned for failure analysis. This includes devices not functioning to specifications, such as electrical and programming failures.

3. Component Failure Outside of Warranty Period

SensL provides customers with a component failure analysis service (RMA) to help improve the quality and reliability of SensL and customer products and manufacturing processes. A repair charge will be issued for out-of-warranty items or damages resulting from improper use or mishandling. The charge will be based on parts and labor used. No repair will be made unless customer agrees to pay the estimated repair costs.

Instructions for Returning Products to SensL

Return the equipment freight prepaid using SensL's UPS account, clearly marked with your designated RMA # and a copy of your completed RMA form. **When completing UPS/ the Courier's shipping and customs documentation it is imperative that you note that the country of origin is Ireland and that this unit is being returned to the manufacturer in Ireland.**

Keep a copy of the RMA form for your records. SensL will either repair or replace the equipment at their discretion. SensL will not accept equipment returned without an RMA #.