

# RMA guidelines

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## Introduction

TELTONIKA TELEMATICS gives guarantee for its products for a period of **24 months**. All batteries carry a reduced **6 month** warranty period. If a product fails within mentioned warranty period the product can be:

- Repaired;
- Replaced with a new product;
- Replaced with an equivalent repaired product fulfilling the same functionality;
- Replaced by an equivalent product if the production is discontinued.

During the **return merchandise authorization (RMA)** part of the warranty process, an engineer examines the information provided by a client in an RMA request form in order to determine whether the equipment is eligible repair, replacement or a refund. The **RMA request form** contains company, addressing and malfunctioning product information and must be filled out by the product's owner and approved by a Teltonika Telematics engineer before returning a product.

## Hardware Issues

The table below contains information on which hardware related issues are covered by the warranty service and which issues are not:

| Hardware issue | Does device need to be sent under RMA? | Next step |
|----------------|--|-----------|
|----------------|--|-----------|

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Device does not start. LED does not blink at all when device is powered up (power range depends on the device);

- If client ensures that device does have the needed power supply and still does not start, such device should be sent to warranty.

Visible physical damage (device damaged, GPS antenna damaged...):

- Visible physical damage on device case;
- Visible physical damage on device PCB;
- Visible deformation of internal battery.

**YES, if this issue is true**

Digital input is not working:

- Connect DIN to power supply „+“, and check if DIN status changes. If not - send to warranty.

1-wire short circuit:

- Check 1-wire device type (maybe not supported device (ibutton, temp. sensor);
- Check connection scheme;
- Check terminal log (overcurrent message);
- Measure voltage on 1-wire PWR and GND (should be 3.6V).

**YES, if all the points are false, but the device still does not send data**

Steps to fill out RMA form:

1. Login to HelpDesk: <https://hd.teltonika.lt/><sup>1</sup>.
2. Create new ticket and fill in the information about the non-functioning product.
3. Follow the instructions from the engineer and wait until your form is approved.
4. After the form is approved you will get it through E-mail.
5. Print the RMA form and send it together with the shipment.

No GPS (GPS overcurrent, physical GPS antenna damage):

- Check terminal log, look for overcurrent messages;
- If overcurrent message is still present after GPS antenna change - send the device to warranty;
- If overcurrent message is not present after GPS antenna change - change GPS antenna.

**YES, if overcurrent message is still present after GPS antenna change**

• No overcurrent messages in log, but still no GPS FIX.

- Make sure GPS antenna is seeing clear sky;
- Check NMEA log .log\_nmea:x [0- disable; 1- enable] (May be no signal).

If another device gets GPS FIX with the same antenna - send device to warranty.

**YES, if another device gets GPS FIX with the same antenna**

<sup>1</sup> If you do not have a Helpdesk account, please contact your sales manager.

Sim card failure. Device does not see SIM card (bended sim holder, 3G sim card):

- Check SIM card itself, if there is no physical bending;
- Check if SIM card is seen by cell phone or other cellular device;
- Check if sim card is 2G (GSM) capable;
- Check if PIN code is not set;
- Check if device is working with another SIM card, another operator SIM card;
- Check if GSM antenna is connected.

**YES, if none of the mentioned points helps**

- Visible physical damage on the external GPS antenna;
- Visible physical damage on the external cellular antenna.

**NO, if at least one issue is true, offer to change an antenna**

# Firmware Issues

The table below contains information on which firmware related issues are covered by the warranty service and which issues are not:

| <b>Firmware issue</b>   | <b>Does device need to be sent under RMA?</b>     | <b>Next step</b>   |
|---|---|--|
| Device is in boot mode (status LED is blinking fast) - send instruction for device recovery.                              | <b>YES, if unable to recover device manually</b>  | Steps to fill out RMA form:<br>1. Login to HelpDesk: <a href="https://hd.teltonika.lt/">https://hd.teltonika.lt/</a> <sup>1</sup> .<br>2. Create new ticket and fill in the information about the non-functioning product.<br>3. Follow the instructions from the engineer and wait until your form is approved.<br>4. After the form is approved you will get it through E-mail.<br>5. Print the RMA form and send it together with the shipment.<br><sup>1</sup> If you do not have a Helpdesk account, please contact your sales manager. |
| Firmware blocked (security firmware) - check firmware description, if it is possible to reflash this firmware to base FW. | <b>YES, if unable to reflash to base firmware</b> |  |
| Modem failure (Modem initializing, Modem Seems to be Dead).   | <b>YES</b>  |  |

The recommended course of action when firmware issues are encountered is to contact your sales representative if the device was purchased directly from Teltonika or contact Teltonika support if HelpDesk access is provided to you. If you purchased the device elsewhere, contact the distributor that sold you the device.

**IMPORTANT:** in any of the defined cases, please contact your sales representative or technical support before sending the device(s) to warranty, as without the RMA form confirmation the devices will not be accepted.