

RMA

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Introduction

TELTONIKA NETWORKS 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 with a different product fulfilling the same functionality in case of EOL for the original product.

During the **return merchandise authorization (RMA)** part of the warranty process, a Teltonika-Networks engineer examines the information provided by a client in an RMA request form in order to determine whether the equipment is eligible for warranty repair. 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-Networks engineer before returning a product.

Please note that warranty coverage does not include issues resulting from intentional damage, accidental damage, or improper use. Refer to the table below for information on which hardware related issues are covered by the warranty service and which issues are not.

Hardware Issues

The table below is designed to help you determine whether your device's hardware issue is covered by our warranty service and whether it needs to be sent in for RMA (Return Merchandise Authorization) or if it can be resolved on-premises. Please read the table carefully and follow the next steps provided.:

Hardware issue	Does device need to be sent under RMA?	Next step
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<p>Device does not start. LEDs do not blink at all when device is powered up (power range depends on the device);</p> <ul style="list-style-type: none"> • If client ensures that device does have the needed power supply and still does not start, such device should be sent to warranty. 	YES,	Fill out HelpDesk ticket for RMA confirmation or contact your sales manager
<p>Device does not start. Only the power LED lights up when the device is powered up.</p> <ul style="list-style-type: none"> • If client ensures that device does have the needed power supply and still does not start, such device should be sent to warranty. 	YES	Fill out HelpDesk ticket for RMA confirmation or contact your sales manager
<p>LAN/WAN ports not working:</p> <ul style="list-style-type: none"> • LED indicator does not light up when ethernet cable is inserted; • LED indicator light up when no ethernet cable is inserted; • Make sure that ethernet cables are not damaged or faulty. 	YES	Fill out HelpDesk ticket for RMA confirmation or contact your sales manager
<p>Modem module is not recognized:</p> <ul style="list-style-type: none"> • Receiving message in WebUI "modem not found"; • No visible "Mobile" section in WebUI. 	YES	Fill out HelpDesk ticket for RMA confirmation or contact your sales manager
<p>SIM card failure. Device does not see SIM card:</p> <ul style="list-style-type: none"> • Check SIM card itself, if there is no physical damage; • Check if SIM card is seen by cell phone or other cellular device; • Check if PIN code is not set; • Check if device is working with another SIM card, another operator SIM card; • Check if mobile antenna is connected. 	YES, if none of the mentioned points helps	Fill out HelpDesk ticket for RMA confirmation or contact your sales manager
<p>Damaged antennas and accessories:</p> <ul style="list-style-type: none"> • Visible physical damage on the external mobile antenna; • Visible physical damage on the external WiFi antenna; • Visible physical damage on the external Bluetooth antenna; • Visible physical damage on the external GPS antenna; • Visible physical damage on the other external accessories. 	NO	Contact your sales manager
<p>Damage due to improper use:</p> <ul style="list-style-type: none"> • Device was damaged because it was operating or being stored outside of the determined temperature range. • Device was damaged because it was operating or being stored not in accordance with its IP (Ingress Protection) code (for example, the device was exposed to too much water or dust because of being placed in improper conditions). • Device was damaged intentionally, accidentally or because of improper use. 	NO	

Firmware Issues

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

Firmware issue	Does device need to be sent under RMA?	Next step
Device is in boot mode (all 4 Ethernet LEDs are flashing).	NO	Fill out HelpDesk ticket or contact your sales manager
Device is in safe mode.	NO	Fill out HelpDesk ticket or contact your sales manager
Device's WebUI is not reachable for an unknown reason.	NO	Fill out HelpDesk ticket or contact your sales manager
The device is unresponsive because the user modified its firmware or installed a firmware not approved by Teltonika.	NO	Fill out HelpDesk ticket or contact your sales manager
There is another issue on the device related to its firmware.	NO	Fill out HelpDesk ticket or contact your sales manager
There is another issue on the device related to incorrect configuration.	NO	Fill out HelpDesk ticket or contact your sales manager

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.