

RMA guidelines for networking devices

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

Hardware issue	Eligible for warranty?	Next step
Device does not start. LEDs do not blink when the device is powered up from a 9-30 VDC PSU.	Yes	Fill out RMA request form
Device does not start. Only the power LED lights up when the device is powered up from a 9-30 VDC PSU.	Yes	Fill out RMA request form
Ethernet port(s) not functional. Ethernet LED is lit up even if there is nothing connected to the corresponding port.	Yes	Fill out RMA request form
Visible physical damage: • on the device's housing; • on the device's PCB.	Yes	Fill out RMA request form
Device was damaged because it was operating or being stored outside of the determined temperature range.	No	Contact support
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).	No	Contact support
Device was damaged intentionally, accidentally or because of improper use.	No	Contact support

Firmware issues are not covered by the warranty service. For example:

Firmware issue	Eligible for warranty?	Next step
Device is in boot mode (all 4 Ethernet LEDs are flashing).	No	Contact support
Device is in safe mode.	No	Contact support
Device's WebUI is not reachable for an unknown reason.	No	Contact support
The device is unresponsive because the user modified its firmware or installed a firmware not approved by Teltonika.	No	Contact support
There is another issue on the device related to its firmware.	No	Contact support
There is another issue on the device related to incorrect configuration.	No	Contact support

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 VIP 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 before sending the device(s) to warranty.