



FACT SHEET

Return Material Authorization (RMA) – In Warranty

This document provides instructions on the RMA process for in-warranty Lytx equipment.

Overview

The return material authorization (RMA) process will be initiated by Lytx Technical Support after all troubleshooting steps have been conducted and it is determined that your device needs to be replaced.

Returning Failed Device

1. Lytx Technical Support will need the following information to process your RMA:
 - Serial # of device to be replaced. *See the Reference section for the location of the serial number for your specific equipment.*
 - Point of Contact - name of the person that will be returning and then receiving the device
 - Email address of contact
 - Shipping address
2. A shipping label will be emailed to the Point of Contact with instructions on how to return the failed device. Make sure you print your label prior to the expiration date noted in the email.

IMPORTANT: Please be sure to **remove all wires, brackets, torx screws etc. before returning the device.** These items WILL NOT be included with the replacement device.

3. Once we receive the failed device, the replacement device will be sent out in return; usually within 48 hours of receipt.

Receiving New Device

Once you receive the new device you must take the following steps:

1. Write down the new serial #.
2. Install the new equipment following recommended steps for that device, and make and model of the vehicle.
3. Update vehicle to device (serial #) assignment in the DriveCam Online® (DOL) portal.
 - If you do not have access to make these changes in DOL, please contact Lytx Technical Support Team 866-910-0403 and provide vehicle # and device serial #.

FACT SHEET

Reference

The following shows the location of the serial # for each equipment type:

DC3P – Starts with ER



ER-SV2 (Window Unit) – Starts with WU



ER-SV2 (Out of View Unit) – Starts with OV

