

## Returns Procedure - GPRS



**If you need to return a faulty unit please use the following procedure:**

1. Call CSL Technical Support on **01895 474444**
2. Ask for a Returns Number
3. Technical will ask for details relating to the unit as follows:
  - SIM/Data Number
  - ARC
  - Full details of fault
4. Technical will issue you a returns number, you will be advised to speak to your ARC to place and order with that returns number, or we will send a unit out directly to you.

### **DualCom GPRS Transferring unit**

1. If your replacement GPRS unit is issued with a Sim Card and NVM Chip, then you will need to connect everything up, power up as normal, then you can start to send test signals through to ARC, as NVM Chip will be preprogrammed and ready to go.
2. If your replacement unit has no Sim Card or NVM Chip with it, you will need to put the existing Sim and Chip from the faulty unit into the new one, power up the unit and then send some test signals through to your ARC.

**Please affix the label despatched with the replacement unit to the packaging of the faulty unit being returned.**

**Only faulty units in warranty can be returned to CSL for replacement or credit**

## **CSL DualCom Limited**

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