

## Returns Procedure - DualCom Plus



**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:
  - ESN/NUA
  - 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 Plus Only- NUA (Network User Address) TRANSFER**

**The following procedure will transfer the NUA from your original faulty DualCom to your replacement DualCom. This will only take a few minutes to complete!!**

1. Put the system on test at your alarm receiving centre
2. Down power and replace the faulty DualCom with the replacement DualCom remaking all the connections, wire for wire.
3. Take the NVM Chip out of the faulty unit and place in the new DualCom, then apply power and make sure you have signal.
4. Please make sure you make a note of **ESN / NUA** numbers from both units
5. Call the **Vodafone helpdesk** on **08700 700 600** and request a "**CSL DualCom NUA Transfer**"
6. Vodafone will tell you when the transfer is complete. You can now test the DualCom in accordance with company procedures.
7. You will **NOT** be able to **poll** this DualCom for 24hrs. Please contact **CSL Technical Support** on **01895 474444** for setting up remote polling after 24hrs. Please have both your old and new ESN/NUA numbers ready when you call.

**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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