

PowerFleet® for Industrial

PowerFleet Customer Support & Return Merchandise Authorization (RMA) Policy & Procedures

Customer Support & RMA Information

Technical Support/RMA: Tel +1.201.690.7011

Support Hours: 9:00am - 6:00pm, Monday - Friday (Eastern)

An RMA number can be requested 24 / 7 (Excluding Holidays)

RMA Procedure

Step 1: Troubleshoot with a PowerFleet Support member.

Supply the End User's company name, city, and state/province. Identity your role: End User, Dealer, or 3rd Party Service representative.

Step 2: Request an RMA

In the event the hardware requires repair, please email the RMA details listed below to RMA@powerfleet.com:

- End User's company name, city, and state/province.
- Device Description
- Part Number (see Locating Part Numbers on the following pages)
- Device Serial Number
- Description of failure - primary symptoms or issue
- Shipment Information (address and contact info)
- PO Approver - in the event there is hardware damage, who should receive the quotation

Step 3: Return the RMA to PowerFleet

Upon receipt of an RMA number, package the material and return it to PowerFleet. Material cannot be returned to PowerFleet without an RMA already assigned. **The shipping address is supplied as part of the automated RMA e-mail notice.**

Step 4: Evaluation and Damage Determination

In the event the repair requires a purchase order to proceed, PowerFleet will send the quotation for repair to the PO approver defined in Step 1. The RMA hardware will remain on hold until the PO Approver provides additional direction. If no response from the PO Approver, we will return the hardware after 90 days.

Step 5: Repair and Return

Once the RMA hardware is repaired, it will be returned using the shipping information identified in Step 2.

PowerFleet® for Industrial Customer Support

Phone:

201.690.7011 //

800.331.0123

Support Requests:

support@powerfleet.com

RMA Requests:

RMA@powerfleet.com

Warranty Information

The purpose of this document is to outline the steps for initiating and shipping an RMA to PowerFleet. The warranty is voided if the product is abused, misused, or modified in any way.

Post Warranty Information

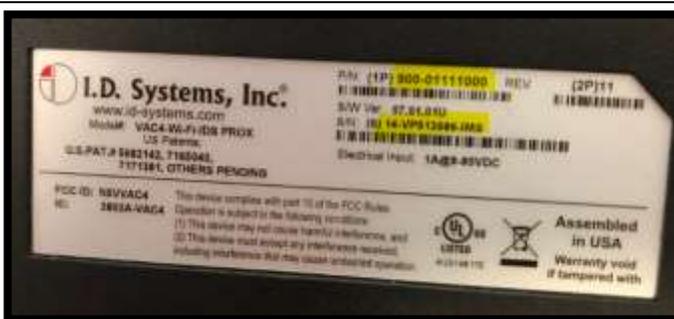
To request an extended warranty contract, please contact your Account Manager or call +1.201.690.7011.

Additional Terms

- If the product is covered under the warranty, the repair work will be completed without the customer's consent. If the product is no longer covered under the warranty, an estimate of the repair, shipping and handling costs will be provided to the customer. Upon receipt of a PO or credit card number, the hardware will be repaired and shipped back to the customer. If a PO or credit card number is not provided, the devices may be returned unrepaired.
- Please be sure to ship the item(s) requiring a signature upon delivery. All packages must be shipped to PowerFleet, Inc. as freight prepaid.
- Items will be tracked according to RMA number, so please be sure to include this number on the outside of the box, as well as on a label that is affixed to the unit(s). Any customer that does not note the RMA number on the box may be subject to a service charge and the product will be kept in a holding area until the discrepancy is resolved.

Locating Part Numbers and Serial Numbers

In certain instances, you may need to provide a device or component's PowerFleet part number for Support to best assist with troubleshooting a hardware issue. Typically, the part number is located on a label affixed to the component, as shown below.



PowerFleet Enterprise: Back of VAC



PowerFleet Enterprise: Underside of PCM



PowerFleet Expert 601: Back of Keypad



PowerFleet Essence OC-53 or Expert OC-55: Back of Keypad

Locating Part Numbers and Serial Numbers



PowerFleet Expert: Shock Unit



PowerFleet Expert: Relay and Sensor Unit



PowerFleet Enterprise: Sensor Hub



PowerFleet Enterprise: Relay

On harnesses and certain sensors, the part number is located on a label affixed to the cable, as shown below.



PowerFleet Enterprise: VAC to PCM Harness



PowerFleet Enterprise: PCM to Vehicle Harness

About PowerFleet

PowerFleet, formerly known as I.D. Systems, is a global leader and innovator of supply chain technologies, providing advanced solutions for securing, controlling, tracking, and managing high-value enterprise assets, including industrial vehicles, dry van trailers, intermodal containers and chassis, and cargo. The company's patented technologies address the needs of organizations to monitor and analyze their assets and operations to increase efficiency, productivity, reduce costs, and improve profitability.

Keytroller, LLC was acquired by I.D. Systems, in August 2017 and is now an integral part of the PowerFleet for Industrial solution, a product line of our newly formed **PowerFleet for Supply Chain Division** headquartered in Tampa, FL.