

# Troubleshooting RMA

- [Allgemeines](#)
  - [Damaged Device / RMA](#)

## Allgemeines

Make sure that you read [General Instructions](#) and [GPS Installation App Tests and Documentation](#)

Sometimes in rare case, if happen that devices are not sending or send not as expected.

For devices installed in vehicles the reasons might be:

- Loose cables or damaged cables
- Wrongly fixed, damaged or moved or slipped antennas
- Wrongly connected permanent power
- Wrongly connected or not connected ignition
- A damaged antenna or device or cut cable

For mobile trackers the reasons might be:

- Battery
- A damaged device

## Damaged Device / RMA

If a device is damaged, it must be sent back with the SIM card (without cables) with a completely filled out RMA form. Without the RMA form or an assigned troubled ticket (see <http://service.sw-management.at/support/>) the device will be processed.

The RMA form can be downloaded here:

<http://gps.at/downloads/rma-form.doc>