

Carlson Surveyor & Carlson Mini RMA instructions

Below is the instructions on how to request a Return Merchandise Authorization number to return a Carlson Surveyor, Carlson Surveyor+ or Carlson Mini for repair:

- 1) Contact Carlson Software at RMA@carlsonsw.com or call Carlson Software at 606-564-5028.
- 2) We must have the Serial Number and model of the hardware. For the Surveyor/Surveyor+ it is in the battery compartment under the top battery if you have two batteries in the unit. Just use a quarter turn on the compartment door latches (see below). For the Mini it is also under the battery in the battery compartment, but to access it you must first remove the hands strap and then slide the locking latch to the right to unlock the compartment (see below)
- 3) We must have a full and detailed description of the problem.
- 4) We must have the complete address, telephone number and contact name of the shipping party. The unit will be returned to this address
- 5) If its possible to turn the unit on and connect to an Office Computer we recommend that you backup any and all Job Files on the data collector to your Desktop or Laptop computer before sending it in for Service. If you can still open Carlson SurvCE on the unit please tap the Equip tab / tap "About SurvCE" then tap "Change Registration" = write down your SurvCE serial number with the dashes and write down the Change Key displayed on-screen.

