Saga™ Device

Device return for service

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Controlant

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1. Contact Controlant Support

If an issue occurs with a device, the person responsible on-site contacts Controlant Support at:

support@controlant.com

Within the email, provide the device's ID and a detailed description of potential issues with the device, for instance:
- Incomplete data in shipment
- Unusual battery behavior
- Unresponsive button

2. Remote troubleshooting

The Controlant Support team will provide remote troubleshooting assistance to attempt to resolve the issue.

This typically involves actions from the site such as completing a manual data upload, button pressing, describing light behavior, etc.

If troubleshooting is successful, the device will resume its normal operational process at the site.

3. Remote investigation

If the issue persists, the Controlant Support team will conduct a detailed remote investigation. If the device is found not to be functioning properly or needs physical examination, it will be marked as 'Inactive' on the Controlant Platform (SCM) and should not be used.

If the device is in a *Free* status and connects to the Cloud, it will also display the message 'Device needs service' on the e-ink display.

4. Results & handover to Logistics

Following the investigation, the preliminary findings are promptly communicated to the relevant contacts.

The device should be set aside and prepared for its return for servicing.

The Controlant Reverse Logistics team initiates the return process by arranging the shipment and pickup with the courier service.

5. Return device

Pack the device(s) and have the package ready for pickup.

Upon the device's arrival at a Controlant Service Center, it undergoes a thorough assessment.

As a result, the device may either be serviced and reinstated or deactivated and permanently removed from the account.