




# Requesting A Replacement PUC Device

Yikes! Your Farmobile PUC device is not operating as expected. No Worries. Farmobiles no hassle RMA process will ensure your data collection continues.

Written By: Support

Contact  
Support

## Step 1 — Inform Your Farmobile Contact



Contact  
Support

- Reach out to your Farmobile contact, or reach out to [support@farmobile.com](mailto:support@farmobile.com)
- The team member will attempt to Troubleshoot with you to ensure the problem can't be resolved from the field.
- If the problem of the is not able to be resolved on the spot, an RMA (Return Merchandise Authorization) will be created & a new PUC will be drop shipped directly to the needed location.

## Step 2 — Installing The New Device



Install  
PUC Device

- Once the new PUC device arrives, Install the new device in your machine (Tractor/Combine/Sprayer/etc) to ensure a successful replacement.
- NOTE: Also included in the shipment will be a "Postage Paid" return label to return the PUC device that is needing to be sent back to Farmobile.

### Step 3 — Returning RMA'd PUC device



- Package the RMA'd device: Place the PUC device in the original PUC device box -or- a box of close to the same size (12x10x5) if possible. Tape box shut to ensure no issues during transport
- Attach Return Label: Included with the New PUC is a *Postage Paid* return label that you will be able to use at your local USPS Post Office.
- Drop Off: Drop off the package at your local Post Office.