



# Global Traffic Technologies

## Warranty Service & Equipment Returns:

Global Traffic Technologies  
 Attn: Service & Repair Department  
 7800 Third Street North, Bldg. 100  
 St. Paul, MN 55128-5441

Technical Service  
 1-800-258-4610 ext: 3 (United States)  
 1-519-868-9199 (Canada)  
 1-651-789-7333 (International)

Phone: 1-800-258-4610-Ext: 2  
 Phone: 1-651-789-7323  
 Fax: 651-789-7334

<b>Customer Information</b>	Customer's Internal Reference Number (optional):	Authorized Signature:
	Customer (Name)(Ship to):	Date:
	Address (ship to address) (no P.O. Box):	Phone Number (include Area Code):
	City – State – Zip – Country:	Fax Number (include Area Code): (e-mail)
	Bill to Name-Address if different from above:	Name: : (e-mail):
<b>Product Information</b>	Product Model Number(s):	Product Serial Number(s):
	Installation Location ( <i>Intersection Name, Vehicle ID, etc.</i> ):	Mounting Location ( <i>Controller Type, Roof Mount, etc.</i> ):
<b>Detailed Problem Description</b>	<b>Please check appropriate box(s) <u>and</u> provide detailed problem description below:</b>	
	<input type="checkbox"/> Out of Box Failure - ( <i>does not work, specify below</i> )	<input type="checkbox"/> Diagnostic Light or LED Indication - ( <i>specify below</i> )
	<input type="checkbox"/> Damaged as Received - ( <i>shipping damage</i> )	<input type="checkbox"/> Natural Disaster - ( <i>Lightning, Flood, etc., specify below</i> )
	<input type="checkbox"/> Will not Power-up - ( <i>specify below</i> )	<input type="checkbox"/> Replaced on Recommendation - ( <i>by GTT Tech. Service</i> )
	<input type="checkbox"/> Will not Detect - ( <i>specify channels, etc. below</i> )	<input type="checkbox"/> Special Request or Upgrade - ( <i>specify below</i> )
	<input type="checkbox"/> Will not Flash - ( <i>specify below</i> )	<input type="checkbox"/> Will not place calls - ( <i>specify below</i> )
	<input type="checkbox"/> Intermittent Problem - ( <i>specify below</i> )	<input type="checkbox"/> Other - ( <i>specify below</i> )
<b>Please provide detailed problem description (symptoms, operating characteristics, etc.):</b>		
<b>Please Select Warranty Service Request Option</b>	<input type="checkbox"/> <b>Normal Warranty Repair Service - (Customer wishes to retain their unit and serial number, if possible)*</b> Customer sends defective unit, along with this completed form to Global Traffic Technologies (GTT) Warranty Repair Facility listed above. GTT will verify warranty status, troubleshoot, repair, test and return the customer's unit ASAP. *If customer's unit cannot be repaired, GTT reserves the right to substitute an equivalent refurbished or new unit (remaining warranty period transferred to replacement unit). Charge will apply during extended warranty coverage period, contact repair facility for details or quote	
	<input type="checkbox"/> <b>"Quick-Turn" Warranty Exchange Service - (Customer will accept a warranted replacement unit) Available for Models 250 series, 450 series, 492 series, 4592, 592, 702, 711, 721, 722, 750 series 792 series, C800 series, C920 series, TMC 940 series, 9592, and 1000 series Opticom™ GPS</b>  Customer Faxes or e-mails this form to the GTT Repair Facility, with agreement to <u>promptly return defective unit when replacement arrives.</u>  GTT will verify warranty status and send a refurbished or new unit (via express delivery) in exchange for the defective unit. <ul style="list-style-type: none"> <li>• Charge may apply during extended warranty coverage period, contact repair facility for details or quote</li> <li>• The period of warranty remaining on the returned unit will automatically be transferred to the replacement unit.</li> <li>• Upon receipt of the replacement unit, customer agrees to <u>repackage the defective unit</u> in the replacement unit's shipping carton and <u>return it to GTT within 10 working days to <b>avoid being invoiced for full purchase price of the unit.</b></u></li> </ul>	
<b>GTT Internal Use only</b>	Date Service Request Received:	Date Defective Unit(s) Received:
	Warranty Status:	Replacement Model No(s):
	Invoice Date (if applicable):	Replacement Serial No(s):
	Invoice No. (if applicable):	Return Authorization No: