

# Procedure for Product return for warranty

To begin with product return for warranty, please follow these steps.

## Step 1 - Go to Customer Portal

Link: <https://daviteq.supportsync.com/>

## Step 2 - Register

- Press the Register button at the right top of the page.
- Enter the information: Full name, Organization, Email, Password and Shipping information

**i** We highly recommend you to input Shipping information so that our RMA system can use that info for receiving/shipping purposes;

### Register

Please Register to get access to product support.

Full Name:

Organization:  \*Optional

Email:

New Password:

Please provide your shipping address to expedite service.

Country:  ▼

Recipient:

Address Line 1:

Address Line 2:  \*Optional

City:

Province/Region:  \*Optional

Postal Code:

Phone:

## Step 3 - Log in the Portal

- Log in with your email and password

## Step 4 - Submit a Request

- Press the button "Submit a Request";



## Need Help for Daviteq Products and Services?

Get access to customer service for questions or warranty service.

- **Submit a Request**  
Open a case to request product support or warranty service.
- **My Cases**  
View latest updates or respond to your existing support cases.
- **My Returns**  
View the status of returns (RMA) requests including tracking info.
- **My Parts Requests**  
View requests for missing or defective parts/accessories.

### Quick Links [View All Articles](#)

• **Fill in the information:**

- Select Product: please select the correct product code;
- Select Case type: Question for support, Return Request for returning product for warranty;
- Subject: Please fill in the subject for easy follow up
- Description: please input as below
  - **Product code and quantity to return;**
  - **List of S/N:**
  - **Reason to return: please describe the details of error, defective....as much as possible.**
- Add files: you can attached pictures to prove the reasons above.

## New Support Request

To contact Support, please enter the details of your question or problem below.

**Select Product:**

All > Sigfox Wireless Sensors >

WSSFC-ULC-8-01 - Sigfox Ultrasonic Level Sensor for General Level/Distance Measurement, 28-750CMS, Internal antenna, Type AA battery 1.5VDC, IP68, for Sigfox RC1 zones

**Select Case Type:**

Question

Return Request

**Subject:**

**Description:**

[+ Add Files](#)

- Then press Submit.

After submit the request, you can check your email and this portal to see the updated status of request.

Thank you.

Daviteq Support Team.

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