

How do I send my LDVR or LNVR in for repair?

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Question

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Answer

1) Call Lenel Technical Support for an RMA number. If the LDVR or LNVR is out of warranty and the unit is not End-Of-Life, there may be an evaluation fee for any repairs.

2) Package the LDVR or LNVR in its original box. If the original box is not available, one may be ordered by using part numbers DV-BOX-1U, DV-BOX-3U, or DV-BOX-4U depending on the type of LNVR or LDVR.

3) Ship the LDVR or LNVR to the address given by Technical Support.

Note: Repairs may take up to 4 weeks to process due to testing before and after repairs.

Applies To

LDVR (All versions)

LNVR (All versions)

Additional Information

None
