Dear Distributor,

In order to improve our service, we have added a new channel to improve the traceability of any impacts they may have with any of our products, primarily focused on the GPS device TwoNav Aventura. Attached you have a basic guide to procedures, and a reference of potential problems that a customer could find with the GPS device TwoNav Aventura.

• If the product is returned by the customer, the distributor should check in order to rule out misuse or ignorance of the operation.

• If the distributor cannot provide the solution to the client, we suggest calling to CompeGPS Support (881 245 005) to try to fix it. If you still cannot repair and equipment needs to be inspected, the distributor must fill out the form on the http://support.compegps.com Support Center » Submit a Ticket » RMA before sending it to the CompeGPS office .

• The first time will be necessary to register as user. Please request username and password to the support team to attend in order to give access to the system.

• The document should define the product ID and the error or defect found. CompeGPS is not responsible for returned equipment which has not previously completed the RMA document. The aim is to improve the traceability of the occurrence. See generic list of possible incidents.

• It is important to define what elements are included in the shipment or describe if it is only necessary to receive a spare part easily replaceable (cover, battery, stylus…)

• If the device is finally required to be sent, CompeGPS will give you a reply within 48 hours from receiving.

• If repair is not covered under warranty, CompeGPS undertakes to give an estimate within one week from receiving the equipment and return the equipment repaired within a maximum of 35 working days.

ID	PROBLEM	UNDER GUARANTY	NOT COVER UDER GUARANTY
1	Hook to hold battery lid, battery or pencil broken	Broken or defective pieces	Broken due to bad use
2	Screw that holds the battery lib	Defective rubber, screw hold or screw	Broken due to bad use (excessive torque, excessive pull force to open, ….)
3	Buttons (front, joystick and above)	Malfunction of any button	Broken or excessive pushing force
4	Touch screen	Malfunction	Broken due to impact
5	Rubber to cover plugs	Using Aventura with rubbers properly closed.	Using Aventura with rubbers not properly closed
6	USB connector	Malfunction been used in proper conditions (clean and dry air)	Used in outdoor conditions or with the USB cable tense
7	SD hole	Reading problems, insert and extract problems	Outdoor use with rubbers badly closed. SD hole forced due to excessive force.
8	SD card	Reading problems, data information not complete	Broken due to bad use
9	Battery	Charging problems	Charging process not in accordance with owner's manual
10	Pen	Defective shape	Lost or broken
11	GPS Antenna	Time to get satellites permanently above 5 minutes	Excessive time to get satellites from time to time only
12	Speaker	Bad sound	Immerging into water or direct jet water
13	TwoNav program	Software do not start, works with some difficulties or presents repeated error when used	Use of not authorised software, reverse engineering, viruses, …
14	Waterproof	Entrance of raining water when used with rubber covers closed properly	Immerging into water or direct jet water or used with rubbers badly closed
15	CD support	Reading problems or uncompleted information	broken due to bad use
16	Bracket	Defective pieces	broken due to bad use

17	Cradle	Defective pieces	broken due to bad use
18	USB car charger	Defective pieces	broken due to bad use
19	USB cable	Defective pieces	broken due to bad use