

MKP Parts

A supplier of stature!

Manual

How to proceed in case of RDU failure



With this document you can read the guidelines we have to implement in case of replacing a RDU unit, because of some kind of hardware failure.



We must divide into two cases:

- RDU has broken down while in its warranty period of 2 years
- RDU has broken down outside its warranty period of 2 years





My RDU is within its warranty period but not working anymore, what do I do?

Please make sure it is a hardware issue. You can always ask for help at TachoSafe support. You can contact them at support@tachosafe.ro

If you have verified there is no other issue causing data not coming through, follow these steps:

- Dismount the broken RDU.
- Dismount the SIM Card from the broken RDU
- Install this SIM Card into your replacement RDU*
- Your replacement RDU is ready for installation into truck
- Sent email to support@mkp-parts.com with all serial numbers of RDU (broken & New) and SIM Card. Or simply send a picture but please make sure all numbers are clear and showing what is “old” and what is new
- We will switch the contract from old RDU serial over to the new RDU serial number and link the old SIM card to the new replaced RDU
- The broken RDU will be send to MKP parts and you will receive a new RDU (without box, cables and without SIM Card), with a next delivery. **

* Note: You have the possibility to purchase up front some replacement RDU's at € 100,00 so you can make a switch directly. Part number of replacement RDU is “MKP TS RDU WAR”. We will replace the broken RDU in case of warranty with a new replacement RDU (RDU without box and cables and also without SIM card). You can also take a new unit from your stock, but then you have to dismount the SIM card and store it in a safe place, because you need it to complete your new RDU again.

** NOTE: The unit may not be damaged though to external forces, fire or water damage.

My RDU is older than 2 years and not working anymore, what do I do?

Please make sure it is a hardware issue. You can always ask for help at TachoSafe support. You can contact them at support@tachosafe.ro

If you have verified there is no other issue causing data not coming through, follow these steps:

- Dismount the broken RDU.
- Dismount the SIM Card from the broken RDU
- Install this SIM Card into your replacement RDU*
- Your replacement RDU is ready for installation into truck
- Sent email to support@mkp-parts.com with all serial numbers of RDU (broken & New) and SIM Card. Or simply send a picture but please make sure all numbers are clear and showing what is “old” and what is new
- We will switch the contract from old RDU serial over to the new RDU serial number and link the old SIM card to the new replaced RDU
- If you wish to have the broken RDU repaired, you have to send the broken RDU to MKP parts. At costs of € 75,00 the unit will be repaired and sent back to you with next order or with our normal transport cost added.

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