



Your security is our business.

Tech Support and ICare Customer Service Procedures

We appreciate you as a customer and want to help you be successful in the selling and servicing of IC Realtime products.

If you are having an issue with one of our products or need setup or programming assistance, direct dealers can **[schedule an appointment for a Tech Call by using the dealer portal.](#)** (Same day calls cannot be scheduled)

Go to the home page

Click to Schedule An Appointment
With Our East Coast Support Team

or

Click to Schedule An Appointment
With Our West Coast Support Team

Distributor-Dealers should email tech@icrealtime.com to schedule an appointment. Every effort will be made to call at the time requested. (Same day calls cannot be scheduled)

If you need immediate Tech Support call 866-997-9009 option 2. Please follow the prompts to remain on hold or leave your number in line for a callback.

Wait times can vary. Depending on the time you call, you may experience slight delays. One of our Tech's will be on the line or call you back as soon as possible.

[You must provide the serial number of all products in question.](#)

[This tells us everything we need to know about the product.](#)

Our TECH's will work with you to resolve your questions, troubleshoot or recommend a product be returned for evaluation. Many times we can log into a system and resolve without products being returned. If your problem is not resolved on that call or your Tech suggests returning for evaluation, you will be given and emailed a CASE#. If your case requires a return you will be transferred to a live, ICare Customer Service Agent. Your ICare agent will issue you an RMA# and go over all the options available to facilitate your return. Please keep your CASE# and/or RMA# for future reference.

Be advised that Tech Support only will issue a CASE# and only forward to ICare if they cannot resolve your issue. ICare can approve "Advanced Exchanges" upon request. All items are automatically **eligible** if the product was purchased within 90 days from IC Realtime upon **serial number** verification. Dist-Dealers are also eligible within 90 days with proof of purchase from Distributor upon serial number verification. In the case of Distributor-Dealers, the RMA will have to be approved by the Distributor with a PO before the product can be shipped in advance shipped.



3050 N Andrews Ave EXT
Pompano Beach, FL 33064

14180 W Van Buren St Ste. B105
Goodyear, AZ 85338

e: info@icrealtime.com
p: 866.997.9009
w: www.icrealtime.com



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Tech Support and ICare Customer Service Procedures (cont.)

If you request and are **eligible** for advance exchange, your ICare agent will facilitate your order. (There is no need to go through your Account Rep to place the order). Advance exchanges are considered a new order and your standard terms will apply. If you pay by credit card, you will be charged and a return label will be included with your shipment. Upon return and confirmation of your defective unit, your credit card will be refunded. This process should take no more than 2 weeks from start to finish.

If you are **not** eligible for “Advance Exchange” please return your product for evaluation as per the emailed RMA instructions. Upon receipt and inspection, ICare will notify you regarding your return. Allow 2 business days for processing. Most warranty repairs or replacements are shipped within 1 business day of receipt.

If you would like to return a “new in the box” product please email your request to ICare@icrealtime.com. Make sure to include your Sales Order# or Invoice # along with the serial numbers. ICare will respond within 1 business day and confirm if your item is eligible for credit.

FOR ALL RMA INQUIRIES CALL ICARE CUSTOMER SERVICE

PHONE: 866-997-9009 option 3

EMAIL: ICARE@ICREALTIME.COM

Cutting any Power Plug or Lead will Void any and all Warranties

Visible damage, corrosion or burned boards will Void any and all Warranties



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