

solartrak

Standard Tracker ST-50XX Models Guide for Tracker Removal and Return

1. Please make sure the equipment is not running/powered on.
2. Locate the tracker you would like to return, disconnect the tracker from the battery by pulling the two ends of the gray waterproof connector apart. DO NOT cut the wires.

If you have a unit with a 3rd and 4th wire, please disconnect the wires from the sensor or device they were connected to. DO NOT cut the wires. Coil up the wires.

3. Disconnect the Battery Connector Cable from the battery, coil up the wire.
4. If tracker is equipped with external antennas, disconnect them from the tracker. Remove antenna from equipment. DO NOT cut the wire. Coil up the wire.

- ⚠ **DO NOT** cut the wires close to the unit.
- ⚠ **DO NOT** leave tracker wires connected/ inside your equipment. All tracker wires should be disconnected and removed from your asset, coiled up and returned with the tracker. Loose wires can cause damage to your equipment.

5. Remove the tracker from your equipment.
6. Box unit(s) up - either in the SolarTrak box they were initially shipped in, or a similar box. If shipping back multiple units, please ensure that each set includes: tracker, wires, and antenna. This will help ensure unit evaluation at SolarTrak can be done expediently.
7. Reach out to SolarTrak via email at info@solar-trak.com, or by calling 484-223-4994 and let our customer service agents know that you would like to return your trackers. An RMA form will be sent to you with instructions on how to return your trackers.

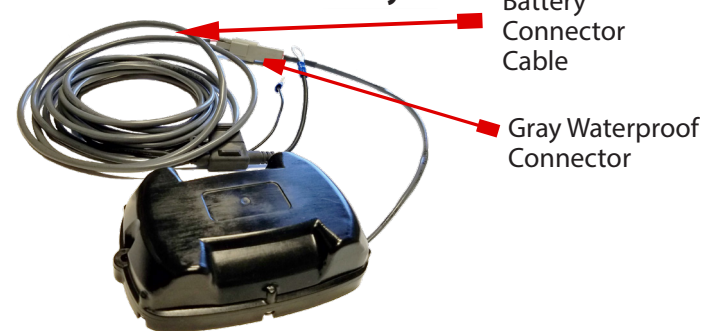
Evaluation of units upon return.

Trackers will be evaluated once returned to SolarTrak. As per the rental agreement (scan QR code to review), damaged trackers may incur a charge.

Guidance on proper removal and return of the trackers is provided to minimize the potential for damage and associated charges.



ST-5000 Tracker and Battery Wires



ST-5020 Tracker with 3rd & 4th Wires



Antenna Types

Magnetic Antenna



Screw Mount Antenna



If you have any questions, feel free to call
SolarTrak Support at: **1-484-223-4994**

SolarTrak was designed by
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