



GlobalConnect-Castles

RMA Process

for LYNK **Vending** Telemeters

Current as of November 2025



IMPORTANT: This RMA process only applies to LYNK **Vending** Telemeters.

- For B2G Kiosk LYNK devices, contact B2GSupport@globalconnect.biz
- For VE Kiosk LYNK devices, contact customercare@vesolutions.co

Contents:

How to Submit an RMA Request	1
After Submission	2
The RMA Repair Process	3
RMA Price List	4
Out of Warranty Price List	5
How to Check the Status of an RMA Request	6

How to Submit an RMA Request:



Before considering an RMA request for a LYNK **Vending** Telemeter, please:

1. **Reflash the device** to the to the latest software build with:
 - a. **Software:** [USA Vending](#) or [Canada Vending](#)
 - b. **Reflashing Guide:** [Full Size Instructions](#) or [Overlay Instructions](#)
2. Contact LYNK Support at (336) 645-9629 or LYNKSupport@globalconnect.biz **unless** the device is displaying an unresponsive black or white screen.

Submission Steps:

NOTE: Castles will assign an RMA Number to the request after the request is submitted. The RMA Number **must be clearly visible** on all device shipments sent to Castles.

1. Go to the **Castles Technology-GlobalConnect RMA portal**.

- a. Log in to the portal at:
<https://castlestech.atlassian.net/servicedesk/customer/portal/24>

If you do not have access, please contact LYNKSupport@globalconnect.biz and provide your name, email address, and affiliate name. A set up email will be sent to your inbox from jira@castlestech.atlassian.net – please follow the instructions included in the email to finish creating your account.

2. Create a new RMA Request.

- a. Click **RMA Request** to create a new submission. Multiple LYNK devices can be included in a single request, however, it is preferred that devices experiencing similar issues be grouped into separate requests.



3. Fill out the **RMA Request form** with the following:

- a. Add a **Title** to the request in the following format: *[Your Affiliate Name] Brief Issue Description*
- b. Under **Hardware Products**, select *UPT-1000F* for Full Size devices, *UPT-1000B* for Overlay devices, or both if the request contains each.
- c. Optional: Add **Attachments** to the request, such as Excel spreadsheets containing the list of device serial numbers or images/videos of the malfunctioning devices.
- d. Add **RMA Return** details:
 - i. Contact
 - ii. Phone number
 - iii. Physical address
 - iv. Email address
- e. Under **Share With**, select *GlobalConnect – RMA*.

Click **Send** to submit the RMA Request.

After Submission:

1. Castles will review the request and assign it an **RMA number** via email and inside the request ticket. This step typically takes 2 business days.
2. Castles will list the **warranty status** of each device in the request ticket, determined by the **shipment date** when the device shipped from Castles. The RMA process and cost vary based on the warranty status of the device(s).
3. Castles will create a **return shipping label** for the device(s) and post the label file inside of the request ticket.
4. The **requestor** will print the shipping label and the details of the RMA ticket/email, including the RMA number, which must be visible on all packaging.
5. The requestor will ship **only** the devices included in the request.
6. You can choose to return only the telemeter **OR** the telemeter and all box contents and cables. **Castles will return the equivalent of whatever is sent.**

Overview:

1. The Castles RMA team will **confirm** that they have received the returned devices by adding a note to the request ticket inside the RMA portal.
 - If there are any issues with the RMA submission (e.g. missing serial numbers or issue descriptions) then the Castles RMA team will **resolve these concerns with the requestor**.
2. Castles will check the warranty status of the device(s), which **affects the RMA process and its pricing**. Warranty status is determined by the **shipment date** at which a device originally shipped from Castles.

The warranty periods are:

- **In Warranty** if shipped from Castles within the last 18 months,
- in **Extended Warranty** if shipped from Castles between 18-60 months ago
- **Out of Warranty** if shipped from Castles over 60 months ago.

3. Castles will assess the state of each device and disclose the cost of repair. Potential charges are outlined in the tables starting on **page 4**.
4. The Operator/Affiliate reviews the disclosed cost of repair and authorizes the RMA expenses (if any). Castles will invoice GlobalConnect for all costs including shipping costs. GlobalConnect will deduct costs from the Operator's GlobalConnect monthly credits.

Additional Notes:

- Replacement terminal(s) will have a warranty for the remaining duration of the original terminal's warranty.
- If there are evident signs of tamper or abuse, the Operator will be notified that the terminal is subject to Out of Warranty pricing
- Existing SIM cards should stay in each device sent to Castles.



RMA Repair Price List:

Warranty Period	Scenario	Cost (USD) + Shipping
In Warranty: Shipped in past 18 months	Terminal found defective	No cost to operator GC pays for shipping to Castles Castles pays for return shipping
	Device returned for RMA and No Trouble Found (NTF)	\$25.00 paid by operator GC pays for shipping to Castles Operator pays for return shipping
	Device returned for RMA and No Trouble Found (NTF) AND Device is updated with latest firmware, bootloader, and telemeter build appropriate	\$29.00 paid by operator GC pays for shipping to Castles Operator pays for return shipping
Extended Warranty: Shipped between 18 - 60 months ago	Device returned for RMA and No Trouble Found (NTF)	\$25.00 paid by operator Operator pays for shipping to Castles Operator pays for return shipping
	Device returned for RMA and No Trouble Found (NTF) AND Device is updated with latest firmware, bootloader, and telemeter build appropriate	\$29.00 paid by operator Operator pays for shipping to Castles Operator pays for return shipping
	Device returned for RMA and Trouble Found and fixed and returned to customer WITH ONLY THE UNIT returned (or accessories that were sent to Castles)	\$100 paid by operator Operator pays for shipping to Castles Operator pays for return shipping
	Device returned for RMA and Trouble Found and fixed and returned to customer WITH the unit AND RE-KIT Cord/Cable/Antenna returned (excluding Zero DEX adapter cable)	\$120 paid by operator Operator pays for shipping to Castles Operator pays for return shipping
Out of Warranty: Shipped over 60 months ago	Device returned for RMA and No Trouble Found (NTF)	\$25.00 paid by operator Operator pays for shipping to Castles Operator pays for return shipping
	Device returned for RMA and No Trouble Found (NTF) AND Device is updated with	\$29.00 paid by operator

	latest firmware, bootloader, and telemeter build appropriate	Operator pays for shipping to Castles Operator pays for return shipping
	Device returned for RMA and Trouble Found and fixed and returned to customer	Refer to Out of Warranty RMA Price List

Out of Warranty Price List:

Out of Warranty Service	Description	Price (USD)
Diagnosis (Applies to NTF and all Out-of-extended-Warranty units)	Hardware Test	\$25.00
Labor	Cost for the time to repair items needed	\$22.50 per 30 minutes with a minimum of 30 minutes required
Restore and refurbish	Factory reset, load specific FW or FSP per customer needs, and/or inject Customer key	\$22.50 per 30 minutes with a minimum of 30 minutes required
Terminal Cleaning	Cosmetic cleaning of device (exterior only)	\$20.00
Secure Terminal Scrap	Safely remove keys and destroy device	\$10.00
Parts Replacement	Repair or replace as needed.	Dependent on items and time used for replacement
Reset and BKLK Load	Diagnosis shows no issue with hardware or Factory Reset, and Customer key load required without a specific FSP, or FW loaded	\$12.99, reload factory key using Castles in-house iKLD
		\$6.99, reload factory key using Customer iKLD

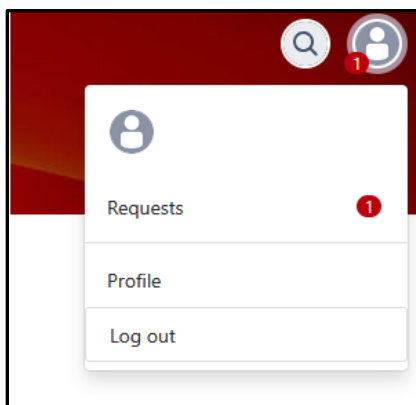
How to Check RMA Request Status



You can view the status of an RMA Request inside of the RMA Portal.

Steps:

1. Log in to the Castles RMA portal at <https://castlestech.atlassian.net/servicedesk/customer/portal/24>
2. Select **profile icon** in the top-right corner of the screen, then **Requests**



By default, the portal will display all open requests, in the following format:

Type	Reference	Summary	Status	Service project	Requester	Priority
	UGC-	USA UPT1000F Code N go SETTING INCORRECT	TO DO	GlobalConnect RMA		Medium

3. Select the **Status** filter dropdown to filter requests by open/closed status.
4. Click on a specific request (**UGC-###**) to view the RMA Request ticket's details.
5. Inside of a request ticket, select **Add Comment** to respond and send messages to the Castles RMA team, such as RMA repair option selections and serial number corrections.