

# SAVANT

## Remote Upgrade Program Guide



## Overview

The Savant Remote Upgrade Program offers dealers the opportunity to trade installed Savant Remotes in for a significant discount toward a new Pro Remote X2. This makes it easy to keep a positive experience by providing existing clients' systems with the latest Savant technology.

**i NOTE:** The Savant Remote Upgrade Program is intended only for installed Savant equipment. For returns or exchanges of new or unopened Savant products, the standard **Savant Return Merchandise Authorization (RMA)** policies and procedures apply.


- **Package includes:** REM-4000SG (Pro Remote X2 Space Grey)
- **Qualifying Model Numbers:** REM-1000-00, REM-1000-01, REM-1000-02, REM-1000I-02, REM-1100-00, REM-1100I-00, REM-2000-00, REM-2000I-00
- Full price of Pro Remote X2 will be charged at time of order. Standard Integrator discounts apply. \$100 account credit will be given once original remote is returned. Remotes must be returned within 3 months of purchase to qualify for account credit.

## How it Works

To get started, log into the **Savant Store** and search for **TRADEUP-REM4000**. Then, simply follow the steps below to proceed:

### Step 1: Add New Remote to Cart

- Place your order on the Savant Store using the upgrade part number, **TRADEUP-REM4000**



**TRADEUP-REM4000**  
PRO REMOTE X2 TRADE UP  
**IN STOCK**  
**REMOVE**

SELECT RMA  
PRODUCT

QTY:

MSRP (ea): \$800.00  
My Price (ea): \$400.00  
**Total: \$400.00**

**Order Details**

MSRP: **\$800.00**  
My Price: **\$400.00**  
Order Subtotal: **\$400.00**

**CHECKOUT**

### Step 2: Choose Returned Product

- From the checkout view, click **SELECT RMA PRODUCT**.
- Select the serial number for the Remote being returned.
- Click **CREATE RMA** to automatically submit an RMA case. Return shipping labels will be sent to your email.

**Create RMA**

Select product being returned to Savant. If it is a Savant product, select the serial number from the list of previous purchases below. If the serial number is not known at this time for a Savant-returned product, select the TRADEUP-UNKNOWN product. Serials are not required for non-Savant product returns. Credit will be issued upon receipt of returned item.

**SEARCH**

	Product	PO #	Purchase Date	Serial
<input type="radio"/>	REM-1000-02	1234510	2016-06-04	QRL1233567

**CREATE RMA**

\*Note: If more than one TRADEUP promo is being purchased, you will have the opportunity to create additional RMAs on the next screen.

**i NOTE:** If multiple TRADEUP-REM4000 SKUs are present in a single order an RMA case number is generated for each SKU.

- Return to the check out page on the Savant Store and click **CONTINUE** to proceed with your order.

### Step 3: Ship Remote to Savant

- Once the upgraded Remote has been installed, use the shipping label to return the old Remote to Savant for credit. Be sure to note the RMA case number from step 2 above on the shipping label. If multiple remotes are being shipped in one box write all RMA numbers on the outer return box and send shipment to:

**Savant**  
**Attn: RMA Department**  
**45 Perseverance Way**  
**Hyannis, MA 02601**

- Once the original Remote has been received by Savant, a credit will be applied to your account.