



## RacerMate Puck Upgrade Procedure

Please read the following instructions BEFORE sending in your handlebar controller to be upgraded for the puck. Failure to follow these instructions may cause damage to your unit and/or incur greater expense or delay.

The cost to upgrade your handlebar controller is \$99.95. The cost of the puck itself is \$149.95.

**Return Authorization** - In order to send in a handlebar controller to be upgraded for the puck, you'll need to obtain a return authorization (FRA) number first. To do this (via e-mail or phone), RacerMate will need the following information:

- Name
- Shipping Address
- Phone
- E-mail address
- Serial number of the handlebar controller (the silver sticker on the back of the handlebar controller).
- ***Please DO NOT include your credit card information in the body of an e-mail. You should call this number in.***
- The customer will be responsible for return shipping charges. We will return your components via UPS Ground unless otherwise specified. **You must indicate if you want anything faster than ground shipping.**
- Indicate that you want the puck upgrade.
- Please also indicate if you need the puck or if you already have a puck.

### Shipping

It's **VERY IMPORTANT** that you write your return authorization (FRA) number on the outside of the box so our receiving department can promptly process your return. If there are any special instruction requests, please include them along with the handlebar controller.

**Be advised that shipping/receiving is closed on Fridays so no deliveries can be made on Fridays. Please choose your shipping method accordingly.**

### Packaging Your Components

CompuTrainer components are expensive. As such, RacerMate will not be responsible for any damage incurred during shipping. Care should be given to pack these items with enough material to prevent movement within the box and to withstand the forces of being dropped.

When shipping your handlebar controller, it is recommended to first wrap it in approximately 3-4" of plastic bubble wrap or similar packing material. **Failure to do so can cause undue damage to the handlebar controller.** Make sure you insure the package to cover the cost of the handlebar controller which is \$375. Also make sure you choose a shipping method which includes a tracking number. If you are yet unsure how to package your items, take them to a mailing/shipping company with these instructions where they can be packaged professionally.

**Ship to:**

**RacerMate Service Dept.**

**Attention:** [your assigned return authorization number here]

**3016 N.E. Blakeley St.**

**Seattle, WA 98105**