



# DUALCOM PRO REPLACEMENT PROCESS

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## Instructions

1. Install your replacement product and then access CSL Live via a web browser to complete the process.
2. Visit the My Base section > select the device you wish to replace > click on 'Replace Hardware' > enter the serial number of the replacement device > save.
3. Please place the old, removed product into the packaging of the replacement device. This can then be placed in the supplied returns bag. Any accessories (such as aerials and leads) do not need to be returned unless specifically requested by CSL.
4. The returns bag has pre-paid postage and there are several options on how to return this to us:
  1. Drop off at your local Post Office
  2. Collection from a post collection point in an office
  3. For multiple devices or where you cannot get to a Post Office, please email [orders@csl-group.com](mailto:orders@csl-group.com) or telephone +44 (0)1895 474460 to arrange a collection. Please ensure you provide the collection address and returns number which is marked on the returns bag.

You must ensure this faulty product is returned to CSL within 10 days of the installation. If not received, CSL reserve the right to charge for the missing device or suspend any further replacements.