



BODY-WORN CAMERA MK3

BATTERY REPLACEMENT SERVICE

SKU# ARB-SVCBWC3-BATREP

For Out-of-Warranty Batteries



i-PRO Americas Inc. now offers a battery replacement program for the body-worn camera MK3 (BWC MK3) through our national service center. BWC MK3 users can now contact their resellers for out-of-warranty battery replacement at a fixed price.

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- BWC MK3 replacement SKU is ARB-SVCBWC3-BATREP (one battery replacement per SKU purchase). This service is valid for up to one year after SKU purchase.
- Users can place orders through their reseller for a pre-paid battery replacement service for a single camera or multiple cameras.
- All replacement orders should be scheduled with the Arbitrator help desk to create the service ticket and ensure a quick service turnaround. You can contact the Arbitrator help desk at i-PROSafetySupport_US@i-pro.com.
- The average service time is 48 hours. Larger orders of 10 or more will be treated as a project and scheduled accordingly.
- Serial numbers of body-worn cameras are required at time of order placement.
- Customers can split shipments of cameras to be repaired on an order to minimize the number of cameras out of service for the agency.
- Body-worn cameras are to be boxed with postage paid by the customer and shipped directly to the national service center in Leawood, Kansas.
- Body-worn cameras are returned from the national service center via FedEx shipping (return shipping included in cost).
- For body-worn cameras that do not power up due to other issues, the customer will be contacted by the national service center to discuss additional repairs needed.
- One year warranty on replacement battery and replacement service.
- An unused SKU that was purchased is not transferrable towards any other purchase or product upgrade.

[Contact your reseller for information on pricing and service scheduling.](#)

CONTACT US

Contact 24/7 Safety Support at 877.272.6166

i-PROSafetySupport_US@i-pro.com

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