

# Frequently Asked Questions

## Precision Tools – Warranty Registration

■ **I cannot open the registration form.**

Our registration form is optimized for Internet Explorer or Fire Fox. Maybe you use an explorer which is not supported by our registration form.

■ **I do not have a password to register my device.**

Please enter “your details” and “company details” and click on “register”. You will receive an e-mail with your personal password in the next few hours. With your e-mail address and this password you can login and register your device for the warranty extension. We recommend to change the password immediately to one which is more recognizable. You can use the same password to register additional devices from Leica Geosystems for the warranty extension.

■ **I registered my personal data, but I did not receive an e-mail with the password from Leica Geosystems.**

Please check, if the e-mail is in your spam filter. The e-mail is created automatically and depending on your settings it might be, that it is recognized as spam.

■ **I forgot my password.**

Please click on “go to login” and than on “lost password”. You will receive an e-mail from Leica Geosystems with a new password within the next few hours.

■ **I cannot login with my e-mail address and the password from Leica Geosystems.**

Please ensure, that you use the same e-mail address for registration and login and take care that it is written correctly. To avoid typing mistakes for the password, we recommend to copy it from the e-mail. Please make sure, that there is no blank before and after the password.

■ **I do not know the serial and article number of my device.**

If you click on the green symbol with the question mark, a drawing will show you, where the article and serial number is located on your device.

■ **Accidentally I entered an incorrect serial number.**

Please register your device again with the correct serial number and inform us under “further information” about the incorrect serial number, so that we can delete it.

■ **The prices which I entered will be not accepted.**

Please ensure, that you write the price exactly as indicated, that means “0.00”. Use a dot instead of a comma. The price must be in a certain range. Is it too far away from our list price, it will be not accepted. If you have difficulties to complete the price, please leave this field empty.

■ **The date of purchase which I entered will be not accepted.**

Please select the date from the given calendar, to ensure, that it is written correctly. Furthermore please note, that the registration must take place within 8 weeks after the date of purchase. After this time period it is not anymore possible to register the device.

■ **I did not receive the confirmation by e-mail.**

Please check, if the e-mail is in your spam filter. The e-mail is created automatically and depending on your settings it might be, that it is recognized as spam.