Title	Buttons Are Note Responding					
Tool #	5110	Creator	David G.	Created/Update Date	T/N #	23-5110-002

Description: Customer calls about unresponsive buttons

Step 1 - Gather Tool Information

- What is the model of the tool you are calling about?
- How long have they noticed the issue with the buttons? Do any of the other buttons respond when pressed on the tool?
- Please try pressing the (issue) button at different angles. (Depending on if the tool is new, the button might need to be broken in.)

If the situation falls under warranty because the tool's button/s are not functioning as they should upon opening the package (if the tool was purchased within a year and from an authorized Innova dealer), it is covered by a 1-year warranty.
The customer will need to provide a copy of the proof of purchase within the package when sending it for repair.

Step 2 - If Not Covered by Warranty

If the customer has caused damage to the tool, the warranty is void. The customer will be responsible for the repair and shipping costs. (Please refer to the Repair/Replacement Price Chart).

Step 3 - Gather Customer Information

- Collect Customer Basic Information using the CSR system to provide the customer with a return authorization number. The customer will receive an email with shipping information and the authorization number.
- First Last Name:
- Address:
- City:
- State:
- ZIP:
- Country:
- Email:

Step 4 - Ending the Call

Inform the customer that repairs usually take about 7 business days once the tool is received at our warehouse. If the customer wishes to inquire about the repair status, they will need to call Innova Tech Support for updates on the repair status.