

# Scanner Upgrade Procedure



# WHISTLER

**(1 FORM NEEDED PER SCANNER UPGRADE)**

If you would like to send a unit in for an upgrade, please read through and follow the steps below:

1. Purchase the applicable upgrade for your unit(s) on [www.whistlergroup.com/products/upgrade](http://www.whistlergroup.com/products/upgrade)
2. Fully complete the form below digitally or print the form to complete.
3. Place the scanner and this form in a box suitable for shipping safely to us without causing damage to your scanner.
4. Ship your scanner to the address provided below via any carrier with a tracking system to:  
**Whistler Repair Dept.**  
**Attn: Scanner Upgrades**  
**1412 South 1<sup>st</sup> St. Rogers, AR 72756**
5. Please remove your antenna, belt clip, and batteries from the unit. Ship ONLY your scanner with SD card.
6. In order to expedite the process of your upgrade and the return of your product please be sure to get the unit shipped out to us within **2 weeks** of purchasing the upgrade.
7. Your repair status will be available on our website once we've received your product and we have processed it into our system (within 3-5 business days). You may check status by visiting [www.WhistlerGroup.com/pages/check-repair-status](http://www.WhistlerGroup.com/pages/check-repair-status)
8. Allow 4-6 weeks for your scanner to be upgraded after we successfully receive it.
9. Shipping cost back to you are included in the upgrade price.
10. You will receive an email with tracking information when your scanner has been shipped back to you.

\*\*Please Note: You may experience a delay in the repair process & shipping times right now due to the COVID-19 pandemic.

## Customer Information

<b>Date</b>	
<b>Customer Name</b>	
<b>Customer Address (City,State,Zip)</b>	
<b>Customer Phone Number</b>	
<b>Best Time To Contact</b>	
<b>Customer Email Address</b>	

## Product Order Information

<b>Upgrade Order #</b>	
<b>Product Model</b>	
<b>Serial Number</b>	

Please check the model upgrade you purchased from WhistlerGroup.com below

Units free of operational defects will be upgraded to the authorized Whistler DMR

- PSR-800 - \$69.99
- Pro-668 - \$69.99
- Pro-18 - \$69.99

Units operating with unauthorized firmware will be upgraded to the authorized Whistler DMR

- PSR-800 (Unauthorized) - \$99.99
- Pro-668 (Unauthorized) - \$99.99
- Pro-18 (Unauthorized) - \$99.99

Units previously not eligible (not fully functioning) for the authorized Whistler DMR update will be repaired and upgraded to include the authorized Whistler DMR

- PSR-800 (Needs Repair) - \$129.99
- Pro-668 (Needs Repair) - \$129.99
- Pro-18 (Needs Repair) - \$129.99

**Please sign on the line below to confirm the above information is correct and completed properly. You are also confirming we are authorized to contact you via the methods provided above in reference to this request, complete the upgrade/repair requested and that you understand the "Product Upgrade Procedures" as written above. The Whistler Group is not responsible for any damage that may occur during shipping to or from a customer address.**

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