



Scanner Repair Guide

How to Request a Repair from the ScanIt Parts Dashboard

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1. When to Request a Repair

If your scanner stops working, has a cracked screen, won't print labels, or has any other hardware problem, you can request a repair right from the ScanIt Parts dashboard. You do not need to call or email first.

Common signs that your scanner needs repair:

- The screen is cracked, blank, or flickering
- Labels print faded, streaked, or not at all
- The barcode reader does not scan
- The battery no longer holds a charge
- Buttons or the trigger do not respond
- The scanner won't power on
- The scanner keeps disconnecting, hanging, or shutting off on its own
- WiFi will not connect (after trying the Wireless Setup Guide)

Tip: Before requesting a repair, try a basic restart. Power off the scanner, wait 10 seconds, then power it back on. Many small glitches clear up with a restart.

2. Open the Support Menu

Log into the ScanIt Parts dashboard

Open a web browser and go to sip.ipsdev.com. Log in with your email and password.

2

Tap the ? icon

Look for the ? icon in the bottom corner of the screen. Tap it to open the support menu.

3

Select "Create Repair Ticket"

In the support menu, choose the repair ticket option. This opens a 3-step repair request form.

Note: You can create a repair ticket 24/7 from any device with a web browser. You do not need to wait for business hours.

3. Create a Repair Ticket

The repair form has three simple steps:

Step 1: Scanner Serial Number

Enter the serial number of the scanner that needs repair. The system will look it up and show the scanner details so you can confirm it is the right one.

Where is the serial number? The serial number is on a sticker on the back or bottom of the scanner. It is also shown on the scanner's login screen.

Step 2: Describe the Issue

Choose the type of problem from the list. There are 10 issue types to pick from:

Issue Type	When to Use
Screen Issue	Cracked, blank, flickering, or unresponsive screen
Printer Issue	Won't print, faded labels, paper jam
Scanner Issue	Barcode reader won't scan or reads wrong
Battery Issue	Won't charge, drains fast, swollen battery
WiFi Issue	Can't connect after trying Wireless Setup Guide

Button/Trigger Issue	Trigger stuck, buttons not responding
Power Issue	Won't turn on, shuts off on its own
Software Issue	App crashes, freezes, or shows errors
Physical Damage	Dropped, water damage, broken housing
Other	Anything not listed above

You can also add a description with more details about the problem. The more detail you give, the faster we can fix it.

Step 3: Return Address

Enter the shipping address where you want the repaired scanner sent back. Double-check the address is correct.



Submit the ticket

Review your details and tap **Submit**. You will see a confirmation right away.

4. What Happens Next

After you submit a repair ticket, here is what to expect:



Confirmation email

You get an email right away with your RMA number and a printable RMA form. Keep this number for tracking.



Work order created

Our repair team creates a work order for your scanner. The ticket is tracked in our system from start to finish.



Ship your scanner to IPS

Pack the scanner securely and ship it to the address on the RMA form. See the next section for packing tips.



We repair and return it

Once we receive your scanner, our team will diagnose the issue, make the repair, test it, and ship it back to you.

Important: Include the printed RMA form inside the box when you ship your scanner. This helps us match the scanner to your repair ticket and speeds up the process.

5. Shipping Your Scanner

When packing your scanner for shipment:

- **Use the original box** if you still have it. If not, use a sturdy box with padding.
- **Wrap the scanner** in bubble wrap or packing material. Protect the screen and printer area.
- **Include the RMA form** printed from your confirmation email inside the box.
- **Remove the battery** if it is swollen or damaged. Ship it separately or let us know and we will send a replacement.
- **Do not include** chargers, cables, or accessories unless asked. We only need the scanner itself.

Spare scanner: Many dealerships keep a spare scanner on hand so there is no downtime while one is out for repair. Ask your IPS rep about spare units.

6. Common Scanner Issues

Problem	Try This First	Still Broken?
Labels are faded or light	Clean the print head with a cleaning pen. Check label roll is loaded right.	Submit a repair ticket — the print head may need replacing.
Scanner won't connect to WiFi	Restart the scanner. Check WiFi password. Try the Wireless Setup Guide.	Submit a repair ticket — the WiFi antenna may be damaged.
Battery dies quickly	Make sure the charger is working and contacts are clean.	Submit a repair ticket — the battery may need to be replaced.
Barcode reader won't scan	Clean the scanner window with a soft cloth. Restart the scanner.	Submit a repair ticket — the scan engine may need service.
Screen is cracked	No fix — this needs a physical repair.	Submit a repair ticket right away.
App freezes or crashes	Restart the scanner. Make sure you are on the latest app version.	Submit a repair ticket if it keeps happening after restart.

7. Tips & Best Practices

- **Track your ticket** — You can check the status of your repair ticket from the same ? menu in the dashboard.
- **One ticket per scanner** — If you have more than one scanner that needs repair, create a separate ticket for each one.
- **Keep a spare** — Having a spare scanner means your team can keep working while one is out for repair.
- **Clean regularly** — Wipe the screen and scanner window with a soft cloth. Use a cleaning pen on the print head once a week.
- **Handle with care** — Use the protective boot if you have one. Avoid dropping the scanner on hard surfaces.
- **Report issues early** — Small problems can turn into big ones. If something seems off, submit a ticket before the scanner fails completely.

Need help now? You can also reach our support team by phone at **810-695-9332** (Mon–Fri, 8am–5pm ET) or email support@scanitparts.com any time.