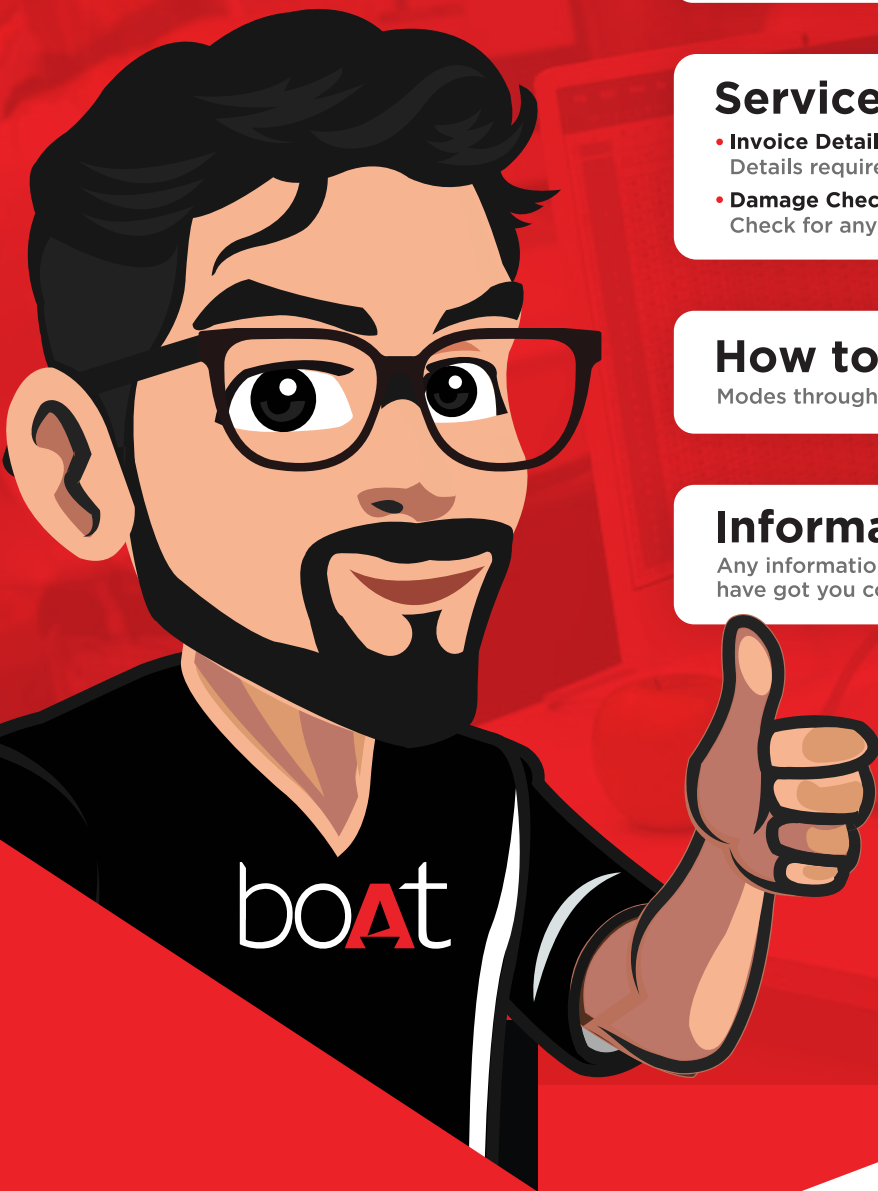


boAt

# Customer Service Reckoner



## Quick Solution

How to fix most problem of any faulty product with quick and easy steps.

## Service Eligibility

- **Invoice Details Check**  
Details required in an ideal invoice for both GST and Non-GST retailers.
- **Damage Check**  
Check for any physical damages in the product as we don't service them.

## How to get your product serviced?

Modes through which you can get your product serviced by us.

## Information and Tracking

Any information or support required on service, tracking or status - we have got you covered!



boAt support

 +9122-69854100

[partnersupport@imaginemarketingindia.com](mailto:partnersupport@imaginemarketingindia.com)

# Quick Solution



Unpair the device



Reset the product



Earpiece Issues:  
Clean with buds  
or cloth slightly  
dipped in alcohol



Pairing issue:  
Pair it with  
another device



Final Check:  
Try call, video  
and audio to  
check for  
problem

## Troubleshoot Videos



### Quick links

Airdopes



131 & 138

Airdopes



141 & 148

Airdopes



131 Pro, 181, 100,  
121 Pro

Airdopes



402, 408, 161  
and 163

Rockerz



All models

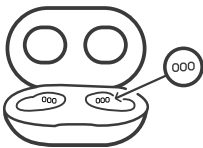
Wearables



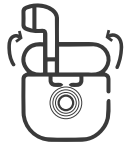
Storm

## ● Resolve Charging issue - Airdopes

### ● Earbuds



Clean the magnetic connector pins on the case and connector pins on the earbuds with a clean cloth with mild alcohol and check the charging of the earbuds again.



After cleaning, put the left earbud into the case in the desired orientation and close the lid.



After cleaning, put the right earbud into the case in the desired orientation and close the lid.



Once both the earbuds are charged, the LED on the case will go off.

### ● Charging case:



Use an alternate charger of 5V 2A

## ● Resolve Charging issue - Wearables



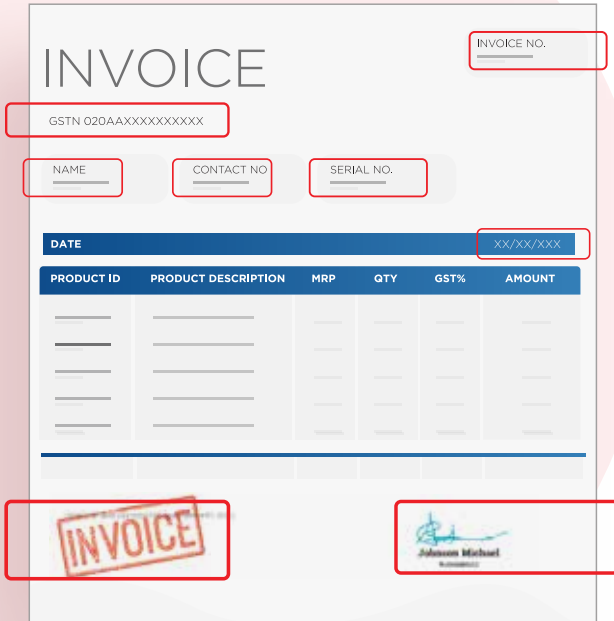
Clean the charging connector or the magnetic charging pins at the back of the watch with a cotton swab slightly dipped in alcohol.



Use an alternate adapter of 5V 2A

# Service Eligibility

## Invoice Details Check



### • Ideal Invoice details

- Name of customer
- Retailer Details & GST Number
- Customer Mobile Number
- Date of purchase
- Product details with name, model and colour
- Product Serial Number (Alphanumeric code)



Scan the QR to go to the serial number guide, or go to boAt support page through web

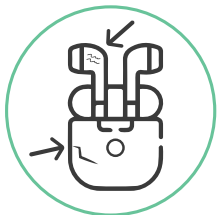
### • Additional details for Non GST

- Retailer details
- Sign and Stamp

The above invoice requirements are guidelines for what an ideal invoice should have to avoid any warranty claim rejection.

## Damage Check

### • Quick Check



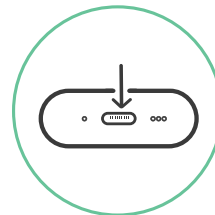
Check for major scratches or cracks on the product



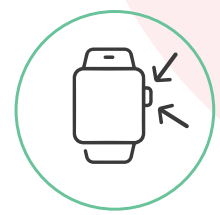
Check if ear net is damaged



Check if the charging port, housing has any damages

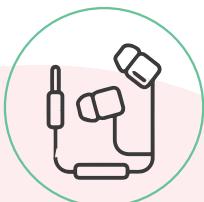


Check for burnt or molten charging spot



Check for loose movement in rotor for watches

### • Major Damage Check



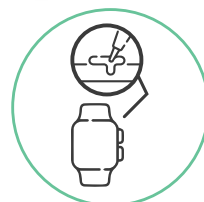
Check for any wire cut, taped or glued



Check for Oil traces or water damage



Check if there are any cracks around joints



Check for any gluing, use of adhesives



Check if the glass is cracked

# How to get your product serviced?



## Step 1

## Step 2

## Step 3

## Step 4

### Service Centre

Ideal for location within 5 kms of the center.



Check for the nearest service centre to your location through our website.



Make sure you take the invoice, box and product to MSC



Provide the details to the MSC and acquire the ticket ID



Ensure that you answer any calls or messages for pick up or invoice upload

### D2D Online

Ideal for location out of MSC purview and for hassle free experience at your location.



Door to door service is provided if there is no service centre near your location



Provide the correct address, phone number and invoice details



Acquire the ticket ID and check for the pick up confirmation



Ensure that you answer any calls or messages for pick up or invoice upload.

### Onsite

Specifically designed for home audio category



Raise a ticket on boAt warranty portal



Provide the correct address, phone number and invoice details



Acquire the ticket and ensure that you answer any calls or messages for technician visit or invoice upload



If the valid issue is not resolved by technician in within 20 days of ticket issuance call the partner support number and check for alternate solution.

\*Please do not give any accessories or product original box to the MSC or courier agent.

## Information & Tracking

### Mode

- Warranty Tracking
- Customer Support
- Partner Support
- Whatsapp Bot

### Number & Barcode



+91 22-69181920 (9 AM – 7 PM except on Sundays / national holidays)

+9122-69854100 (9 AM – 7 PM except on Sundays / national holidays)



### Email

info@imaginemarketingindia.com

partnersupport@imaginemarketingindia.com



Warranty Portal



Claim Process