



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 steps in your scanner manual)

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

1

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 5-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.

Other Requests: Label Change Request

The support menu also has a **Label Change Request** option. Use it when you want to change what prints on a scanner label — for example, the text, a barcode, or where something sits on the label.

The form asks for:

- **Scanner Section** — which part of the app the label is used in (Receiving, Perpetual, PickIt, and so on)
- **Label Name** — the specific label, picked from a list for that section
- **Description** — what you want changed and why
- **Before Image** — a photo or screenshot of the label as it prints today
- **After Image** — a photo or sketch of how you want it to look

When you submit, the system creates a support ticket for the IPS team, who review the request and update the label. You can track it like any other ticket.

3. Create a Repair Ticket

The repair form has five steps:

Step 1: Scanner Brand

Pick the brand of the scanner that needs repair: **Urovo**, **Monarch**, or **Chainway**.

You do not need a Device ID or serial number. The repair form does not ask for one. Brand is the only device question in the whole form, so you can submit a ticket without hunting for a number on the scanner.

Step 2: Issue Details

Choose the type of problem from the dropdown, then add a description. The more detail you give, the faster we can fix it.

Issue Type	When to Use
Broken Screen	Cracked, blank, flickering, or unresponsive screen
Cracked Handle	Split, broken, or loose handle or housing
Not Printing	Nothing prints, or the printer is silent
Printing Too Light	Labels print faded or too faint to scan
Battery Issue	Drains fast, will not hold a charge, swollen battery
Charging Issue	Will not charge in the cradle or on the cable
Button Not Working	Trigger stuck, or buttons not responding
Scanner Not Booting	Will not turn on, or will not finish starting up
WiFi Connection Issue	Cannot connect after trying the scanner manual steps
Other	Anything not listed above

Two of these only appear for printer scanners. Not Printing and **Printing Too Light** show up only when you picked Monarch or Urovo in Step 1, because Chainway scanners have no printer. If you do not see them, check the brand on Step 1.

Try this first. Once you choose an issue type, the form shows help articles for that exact problem, most-helpful first. Plenty of scanners are fixed right here. If one of them solves it, tap **That fixed it — no repair needed** and no ticket is created.

Step 3: Loaner

Say whether you need a loaner scanner while yours is being repaired. A loaner carries a **\$200 fee**, and you are asked to acknowledge that before you can continue.

Step 4: Return & Contact

Enter the address where the repaired scanner should be shipped back, plus your contact email and phone. These are pre-filled from your dealership record — check them and correct anything out of date.

Step 5: Review

Check everything on one screen, then submit.



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. Track and Approve Your Repair

Once IPS has your scanner, the dashboard ticket page is where you watch the repair progress and approve work. The ticket page was redesigned in spring 2026 with a cleaner, two-column layout.

Two-Column Ticket View

Open the ticket from the support menu (? icon ? Repair Tickets). You'll see:

- **Left column — Step Rail.** A compact vertical timeline of every stage your repair has reached: ticket created, scanner received, work order created, approval requested, approved/declined, repair in progress, shipped back, closed.
- **Right column — Ticket Summary.** Device type, issue type, damage description, work-order line items with totals rolled up at the top, and attached photos.

The current stage is highlighted on the step rail so you can see at a glance where things stand without scrolling.

Get Approval Workflow

If your repair needs new parts, labor, or other work that adds cost, the IPS technician posts the line items to your work order and clicks **Get Approval**. Here's what happens on your side:

1

You receive an approval email

The email lists every line item with quantity and price, plus the total. The dashboard's **Approval Status** panel on the ticket also shows the same details with an **Approve** and **Decline** button.

2

Approve or decline

Approve to authorize the work and we proceed with the repair. Decline if the cost is wrong or if you'd rather we ship it back as-is. You can leave a note when you decline so we know what to change.

3

Step history updates automatically

Every action — technician note, line item change, approval request, your approve/decline, repair start, repair

complete, ship-back — is logged on the step rail with a timestamp and the user who performed it. Use this as your audit trail.

Approval threshold: Repairs under your dealership's threshold are auto-approved and skip the dealer-approval step. Talk to your IPS rep about your group's threshold.

Loaners

If you asked for a loaner on Step 3 of the repair form, the ticket shows **Loaner Requested**, and once IPS ships it, **Loaner Sent** with the date. A loaner carries a \$200 fee.

When your original scanner is repaired and shipped back, return the loaner using the shipping label that came with it.

Why the new QR flow? Before spring 2026, the loaner QR lived on the dashboard ticket view. It now lives on the NEAT work-order view because that's where the loaner is actually issued and tracked — one less screen to hop between.

Searching Your Repair Tickets

Need to find a specific ticket? The Repair Tickets list now searches by **Ticket ID**, **Device ID**, customer name, and status. Use the search box at the top of the table. The placeholder text shows you what fields are searchable so you don't have to guess.

6. 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.

7. 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. Follow the WiFi steps in your scanner manual.	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.

8. 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.