

Personal Digital Assistant

User's Guide

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Notice

Recommendations

- The manufacturer strongly recommends that separate permanent written records be kept of all important data. Data may be lost or altered in virtually any electronic memory product under certain circumstances. Therefore, the manufacturer assumes no responsibility for data lost or otherwise rendered unusable whether as a result of improper use, repairs, defects, battery replacement, use after the specified battery life has expired, or any other cause.
- The manufacturer assumes no responsibility, directly or indirectly, for financial losses or claims from third parties resulting from the use of this product and any of its functions, such as stolen credit card numbers, the loss or alteration of stored data, etc.
- The information provided in this manual is subject to change without notice.

Cautions

- Do not carry the organizer in the back pocket of your slacks or trousers.
- Do not drop the organizer or apply excessive force to it.
- Do not subject the organizer to extreme temperatures.
- · Clean only with a soft, dry cloth.
- Since this product is not waterproof, do not use it or store it where fluids can splash onto it. Raindrops, water spray, juice, coffee, steam, perspiration, etc. will also cause the organizer to malfunction.

Getting Started

Using the Organizer for the First Time

The first time you use this organizer, you should perform a system reset. **Warning!** A system reset erases any user-entered information and clears all settings.

- Turn the organizer over and carefully pull the battery insulation sheet to remove it.
- 2. Press ON/OFF to turn the organizer off.
- Use a paper clip to gently press the reset button on the back of the organizer.
- 4. Tap ENTER to reset the organizer.

Selecting a Language

 Tap TIME and then tap LANG to the bottom right of the screen.

ENGLISH? appears on the screen.

- Tap ♥ or ♠ to cycle through the seven available languages: English, Español, Français, Deutsch, Nederlands, Italiano, Português.
- 3. Tap ENTER when you see the one you want.

About Screen Illustrations

Some screen illustrations in this User's Guide may vary slightly from what you see on the screen. This does not mean that your organizer is malfunctioning. English is the selected message language for screen illustrations.

Getting Started

Auto-Shut Off

When none of the keys have been pressed for approximately seven minutes, the organizer automatically turns the power off to save the battery. Press **ON/OFF** to resume. The actual life of the battery depends on the usage.

Keyboards

ABC/123 at bottom right of screen controls the keyboards. Tap this to toggle between the letter/number keyboards. The Calculator function icons and SYML appear only in the numeric keyboard.

Symbols

You can enter 19 symbols such as @, \$, etc., and 29 accented characters such as Ä, É, etc. To enter a symbol or special character when tapping letters, first tap ABC/123, then tap SYML on bottom left of screen repeatedly to cycle through the 48 available symbols and characters. Tap ABC/123 to return to the letter keyboard.

When the power in the battery runs low, mappears in the top row of the screen to alert you. Please replace the battery soon to avoid losing data. For instructions on how to change your batteries, please see "Changing the Batteries."

Understanding the Display

Several icons appear on the top row of the screen to indicate active modes. These are indicator icons only and perform no function when tapped.

Note: ▼ ▲ on the top row indicate data in fields other than the one currently being viewed. Tap ▼ ▲ on the bottom right of the screen to view the other fields with data.

◆ ➤ on the top row indicates data extending beyond the current screen. Tap ◆ ➤ to scroll left and right and read all the available data.

The bottom half of the screen contains the function icons, directions arrows, letters, numbers and other icons that you can tap to perform a number of functions.

Note: The display is dependent on the mode you are in. For example, the Calculator function keys are displayed only in the Calculator.

Function Icons

The function icons appear in a row beneath the data display.







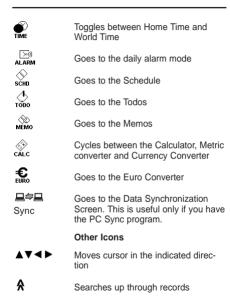
Toggles between the Business 1 and Business 2 phone directories

Goes to the Personal phone directory

Goes to the Internet directory



Understanding the Display



Searches down through records

Understanding the Display

| | Jumps directly to the e-mail field in a phone record |
|----------|--|
| ((00)) | Enables/disables the alarms |
| 4 | Enables/disables the keytone |
| ⊙≂ | Goes to the Enter Password screen |
| ← | Enters a hard return |

After a system reset, each time you press **ON/OFF** or tap ♠, you see the Home Time screen. ② on the top row indicates Home Time. You can perform the following functions in Home Time.

- 1. Tap to go to World Time.
 - O) on the top row indicates World Time.
- Tap MD/DM on bottom left of screen to toggle between the month/day and day/month formats.
- Tap 12/24 on bottom center of screen to toggle between 12- and 24-hour displays for the clock.
- Tap DST on bottom right of screen to enable/disable daylight savings time.

🕸 on the top row indicates DST is enabled.

5. Tap d to enable/disable the keytone.

The keytone is the beep that sounds when you touch the screen.

- on the top row indicates the keytone is enabled.
- 6. Tap ((w)) to enable/disable the hourly chime.

 On the top row indicates the hourly chime is enabled
- Tap [©] to see the Password entry screen.
 on the top row indicates the password is activated.

Tap DATA SYNC to start data synchronization with your PC.

The PC sync is to be purchased separately.

- Tap M.CHK to see the percent of available memory.
- Tap ▲▼ to adjust the LCD contrast.
- Tap LANG to go to the Language selection screen.
- 12. Tap EDIT to go to the Home Time edit screen.

Setting Home Time

1. Tap TIME once to go to the Home Time screen.



On the top row indicates Home Time.

2. Tap EDIT.

3. Edit the year, day and month.

You can edit the year, day, month, city, hour and minute in that sequence.

Tap ABC/123 at the bottom right of the screen to toggle between letter and number input.

Tap ▲▼◀► to move the cursor in the indicated direction.

 At the city name, tap ♠ or ♥ to cycle through the available city names.

Tap letters **A-Z** to edit a city name. This will be your Home city.

5. Edit the hour and minute.

Tap **AM/PM** at bottom center of screen to toggle between a.m. and p.m. in the 12-hour format.

Tap ENTER at bottom right corner of screen to store the time.

Seconds are updated automatically.

Viewing World Time

You must set your home time before viewing World Time. There are 43 built-in cities. The list is available at the end of this User's Guide.

1. Tap TIME twice to go to World Time.



- O I on the top row indicates World Time.
- Tap ♠ or ♥ to cycle through the available city times.

Tap 12/24 at bottom of screen to toggle between the 12- and 24-hour time format.

Tap **DST** on bottom right of screen to enable/disable daylight savings time.

3. Tap again to return to Home Time.

Setting the Daily Alarm

When the set time is reached, the alarm sounds for 20 seconds. Tap any key other than ALARM to activate the snooze function and stop the sound. When the snooze function is activated, the alarm sounds every eight minutes. Tap ALARM to stop the sound and de-activate the snooze function. To set the daily alarm, do the following:

- 1. Tap 🔝 .
- 2. Tap EDIT at bottom of screen.

Tap 0-9 to edit the hour and minute.

Tap $\blacktriangleleft \triangleright$ to move the cursor in the indicated direction.

Tap **AM/PM** at bottom of screen to toggle between a.m. and p.m.

- Tap ENTER at bottom right of screen to store your settings.
- Tap ((w)) on bottom left of screen to disable/reenable the daily alarm.
 - on the top row indicates the daily alarm is enabled.

Entering a Phone Record

There are three telephone directories: Personal, Business 1 and Business 2. Each directory has 10 fields in which to enter data. Some of the fields have corresponding icons that are displayed on the top row of the screen. The fields appear in the following sequence: Name (圖), Company (⑥), Address (屬), Home phone, Work phone, Fax, Cellular, Pager, Email (晉) and Note (例). Each field has a character limit. Please see table below.

| Field | Character Limit |
|------------|--------------------|
| NAME | 40 |
| COMPANY | 18 |
| ADDRESS | 80 |
| HOME PHONE | 18 |
| WORK PHONE | 18 |
| FAX | 18 |
| CELLULAR | 18 |
| PAGER | 18 |
| EMAIL | 40 |
| NOTE | 60 |

To enter a phone record, do the following:

Tap to go to the Personal phone directory.
 PERSONAL flashes on the screen briefly.

Tap as once to go to the Business 1 phone directory. Tap twice to go to the Business 2 phone directory. BUSINESS flashes on the screen briefly.

2. Tap A-Z to enter a name.

Entering a Phone Record



Name is the first field.

You MUST enter a name if you want to save the record

Tap ▼ to enter data in each successive field.

You need not enter data in every field.

Tap ▲ to return to the previous field.

Tap ABC/123 to toggle between the letter/number keyboards.

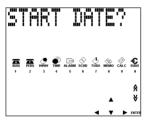
Note ([№]) is the last field.

4. Tap ENTER to save the record.

Entering a Schedule Record

There are five fields in the Schedule: Start Date, Start Time, End Date, End Time, Message (Description). You can set a Schedule alarm which sounds for 20 seconds. You can enable/disable the alarm, and stop the sound at any time. To enter a Schedule record, do the following:





SCHEDULE flashes on the screen briefly and you go to the Start Date field.

2. Tap 0-9 to enter a Start Date.

The date format is what you set in Home Time.

You MUST enter a Start Date if you want to save the record.

Tap ◀ ▶ to move the cursor left or right.

Tap ▼ to enter data in each successive field.

Entering a Schedule Record

You need not enter data in every field.

Tap \blacktriangle to return to the previous field.

At the Start time field, tap ((***)) to enable the Schedule alarm

(w) on the top row indicates the Schedule alarm is activated.

At the Start Time and End Time fields, tap **AM/PM** at bottom of screen to toggle between a.m. and p.m. in the 12-hour format.

If you enter an invalid date or time, you are prompted for a correction.

Message is the last field. You can enter up to 300 characters in this field.

Note: In the date and time fields, only the number keyboard is available. In the Message field, tap ABC/123 to toggle between the letter/number keyboards.

Tap A-Z or 0-9 to enter your data.

Tap **SYML** to cycle through the list of available symbols.

Tap **SPACE** to insert a space.

Tap **DEL** to delete a character.

The character at the cursor is deleted.

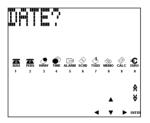
Tap INS to insert a character.

4. Tap ENTER to store your data.

Entering a Todo

There are four fields in the Todo book: Date Due, Message (description), Date Done and Priority. You can set priority levels of one to three. To enter a Todo record, do the following:

1. Tap 👶 .



TODO flashes on the screen briefly and you go to the Date Due field.

2. Tap 0-9 to enter the due date for the Todo.

The date format is what you set in Home Time.

You MUST enter a due date if you want to save the record.

If you enter an invalid date, you are prompted for a correction.

Tap ◀ ▶ to move the cursor left or right.

Entering a Todo

Tap ▼ to go to the Message field.

You can enter a maximum of 108 characters.

Note: In the date and priority fields, only the number keyboard is available. In the Message field, tap ABC/123 to toggle between the letter/number keyboards.

Tap ▲ to return to the previous field.

Tap A-Z or 0-9 to enter your data.

Tap **SYML** to cycle through the list of available symbols.

Tap SPACE to insert a space.

Tap **DEL** to delete a character.

Tap INS to insert a character.

Tap ▼ to go to the Date Done field.

Tap **0-9** to enter the completed date

The Todos are sorted by the due date

The Todos are sorted by the due date.

Tap ▼ to go to the Priority field.

Tap 1-3 to set a priority level for your todo.

6. Tap ENTER to store your data.

Entering a Memo Record

Each Memo record consists of a Message field in which you can enter a maximum of 300 characters. To enter a Memo do the following:





MEMO flashes briefly on the screen.

2. Tap A-Z or 0-9 to enter your data.

Tap **SYML** to cycle through the list of available symbols.

Tap SPACE to insert a space.

Tap **DEL** to delete a character.

Tap INS to insert a character.

Tap ◀ ► to move the cursor.

3. Tap ENTER to store your record.

Entering an Internet Record

Each Internet record has three fields: Message (description), Internet (address) and Note. You can enter descriptions of your favorite websites, the addresses and a note. You can enter a maximum of 108 characters in the Message and Note fields and 80 characters in the Internet field. To enter an Internet record, do the following:

1. Tap 🥏 .

INTERNET flashes briefly on the screen and you go to the Message screen.

2. Tap A-Z or 0-9 to enter your description.

You must enter data in this field if you want to save the record.

Tap **SYML** to cycle through the list of available symbols.

Tap SPACE to insert a space.

Tap **DEL** to delete a character.

Tap INS to insert a character.

Tap ◀▶ to move the cursor.

- Tap ▼ to go to the Internet (address) field.
- Enter the internet address and tap ▼ to go to the note field.

Enter a note if you want.

5. Tap ENTER to store the data.

Searching and Editing Records

Phone, Memo and Internet records are sorted alphabetically. Schedule and Todo records are sorted chronologically. You can search for them either directly or sequentially. You can review your records, edit them or delete them.

Searching for a Record

Tap the icon of the directory you want to search.

Tap \bigvee or \bigwedge to view the records in the order they appear.

In the Telephone, Memo and Internet directories, enter the first few letters of a record to find it quickly. The first record starting with the input letters is displayed if it exists. You can then tap ∜ or ♠ to view the records. If no matching record is found, "NOT FOUND" is displayed.

You can also do a wildcard search using *. For example to find all the records ending in "ant" tap SYML repeatedly until you see *, then enter "ant".

Note: Only records matching the entered keywords or wildcards are displayed.

Viewing a Record

- Find the record you want to view as described above.
- Tap ▲ ▼ to view other fields in the record.

Searching and Editing Records

The field name is displayed briefly and then the data is displayed.

Except for the email field, all other fields with no data are skipped.

In a phone record, tap to go directly to the e-mail field.

Editing a Record

1. Find the record you want to edit.

To learn how, read "Searching for a Record".

2. Tap EDIT on bottom center of screen.

Edit your records just as you entered them.

- Tap ▲▼ to go through the fields in the record.
- Tap ENTER on bottom right of screen to store the edits.

Deleting a Record

Find the record you want to delete.

To learn how, read "Searching for a Record".

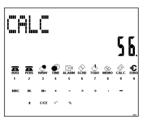
- 2. Tap DEL on bottom center of screen.
- 3. Tap ENTER to confirm the deletion.

Tap any other icon to cancel the deletion.

Using the Calculator

Making a Calculation





The numeric keypad appears.

Tap 0-9, . or +/- to enter the numbers you want.

You can enter a maximum of 10 characters .

3. Tap +, -, x or ÷ to perform an addition, subtraction, multiplication or division.

Tap √ to calculate the square root.

- 4. Enter another number.
- Tap = on bottom right of screen to do the calculation.

Using the Calculator

Or tap %(B) to calculate the percentage.

Tap C/CE on bottom left of screen to clear the calculations.

Note: If there is an error or overflow, **E** is displayed on the screen and you will not be able to do any further calculations. Tap **C/CE** to clear the error screen and return to the Calculator.

Using the Calculator Memory

- In the Calculator, make a calculation or type a number.
- 2. To add the number on the screen to the number stored in memory, tap M+ on lower left of screen

To subtract the number on the screen from the number stored in memory, tap M- on lower left of screen.

M on top row indicates the number is stored in memory.

Note: The number is retained in memory even when you turn the unit off.

- To retrieve the number from memory, tap MRC once.
- 4. To clear the memory, tap MRC twice.

Using the Converters

There are three converters: Metric, Currency and Furo

Doing Metric Conversions

Use the Metric converter to do any of the eight builtin conversions

| INCH | \iff | CM |
|------|-------------------------|------|
| YARD | $ \Longleftrightarrow $ | M |
| MILE | \iff | KM |
| C | \iff | F |
| FT | \iff | M |
| OZ | \iff | GRAM |
| LB | \iff | KG |
| GAL | \iff | L |



1. Tap calc twice to enter the Metric converter.

METRIC flashes on the screen briefly and the first conversion screen appears.

The conversion rate is displayed to the right of the screen.

- 2. Tap ♥ or ↑ to cycle through the available conversions
- Stop when you see the one you want.
- Tap ◀ ► to select the conversion direction.

Using the Converters

Note the rate change on the right.

- 5. Tap 0-9 to enter the numbers you want.
- Tap ENTER to do the conversion.

Setting Currency Rates

Once you set currency rates, you can do currency conversions. You can set four currency rates. The default currency settings are USD \ightharpoonup USD and the default rate is 1. To set a conversion rate, do the following:



Tap care three times to enter the Currency converter.

CURRENCY flashes on the screen briefly and the first conversion screen appears.

- 2. Tap EDIT on the bottom center of the screen.

 The first letter on the left flashes
- Tap A-Z to enter an abbreviation first for the currency name on the left, then for the currency name on the right.

You can enter a maximum of 3 letters for each name.

Tap ▲▼ to move the cursor.

Tap ENTER to edit the rate.

Using the Converters

5. Tap 0-9 and . to enter a rate.

You can enter a maximum of six numbers (five if using a .) for the rate.

- Tap ENTER to save the setting.
- 7. Tap f Y to go to the next conversion screen.

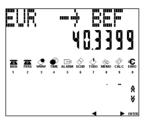
Once you enter your currencies and rates, you can do currency conversions in the same way you do metric conversions.

Doing Euro Conversions

Use the Euro converter to do any of the 11 built-in conversions. Note that the rates are set and cannot be changed. In the table below, the rate shown is that for 1 Euro.

| Currency | Display | Rate |
|---------------------|-----------|----------|
| Belgian Francs | EUR ⇔BEF | 40.3399 |
| German Marks | EUR ⇔DEM | 1.95583 |
| Spanish Pesetas | EUR ⇔ESP | 166.386 |
| French Francs | EUR ⇔ FRF | 6.55957 |
| Irish Pounds | EUR 😂 IEP | 0.787564 |
| Italian Lire | EUR ⇔ITL | 1936.27 |
| Luxemburg Francs | EUR ⇔ LUF | 40.3399 |
| Dutch Guilders | EUR ⇔ NLG | 2.20371 |
| Austrian Schillings | EUR 😂 ATS | 13.7603 |
| Portuguese Escudos | EUR ⇔ PTE | 200.482 |
| Finnish Marks | EUR ⇔ FIM | 5.94573 |

1. Tap EURo

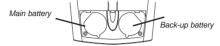


EURO flashes on the screen briefly and the first conversion screen appears.

- Tap or to find the conversion you want.
 The rate is displayed to the right of the screen.
- 3. Tap 0-9 and . to enter the number you want.
- Tap ◀ ► to change the direction of the conversion.
- 5. Tap ENTER to convert.

Replacing the Batteries

This organizer uses two CR-2032 lithium batteries.



The battery on the left is the main battery and is the one that needs to be replaced when you see □ on the top row of the display. The battery on the right is a back-up battery. Change this once a year to guard against data loss. Follow these steps to change either battery. Before you follow these steps you should have a small Phillips screwdriver and the new batteries at hand.

- 1. Turn the organizer off and turn it over.
- With the Phillips screwdriver, remove the screw to the battery cover and then remove the cover.

Do not remove the screws at the sides of the organizer.

- Remove the old batteries and quickly replace them with the new ones, with the positive (+) side up.
- 4. Replace the battery cover.

Warning! This organizer stores your information as long as the batteries supply power. If the batteries lose power or are removed, all your information will be lost. Always keep written copies of your important information.

Using a Password

You can lock your organizer so that only the Clock, Calculator and Converter can be used without supplying the password. **Note**: You do not need to set a password to use this organizer.

Warning! Please keep written records of your data. If you forget your password, you will not be able to recover any of the data stored in your organizer. To bypass the password, you will have to perform a system reset, which will clear the password but will also erase all the data stored in memory. To learn how to perform a system reset, read "Getting Started."

Setting a Password

- 1. Tap until is displayed.
- Tap ⊙
- Enter a password.

You can use a maximum of 6 digits.

- 4. Tap ENTER to store your password.
 - is displayed on the top bar.

Accessing Secret Data

When your password is activated, each time you tap busin Pers. WAWN , SCHD, or MEMO, you are prompted to enter your password.

Using a Password

Tap your password and tap ENTER.

If you enter the wrong password, "OPEN ERROR" is displayed on the screen and you are again prompted to enter your password.

Once you enter the correct password, you can enter new data or view existing data.

Changing or Deactivating the Password

- Tap until is displayed.
- Tap ⊙
- 3. Type your old password and then tap ENTER.

You are prompted to enter a new password.

4. To change your password, type a new password and tap ENTER.

To deactivate your password, tap **ENTER** without entering a password.

- 5. Re-enter your password to confirm it.
- Tap ENTER to store it.

This unit may change operating modes due to Electro-static discharge. Normal operation of this unit can be re-established by pressing the reset key, ON/OFF or by removing/replacing batteries.

Specifications

- Model: RF-8110 Size: 10.4 X 8.0 X 1.17 cm
- Weight: 2.8 oz Battery: 2 CR-2032 Lithium Storage Capacity: 192K ISBN: 1-56712-693-6

Cleaning this Product

To clean this product, spray a mild glass cleaner onto a cloth and wipe its surface. Don't spray liquids directly onto the unit. Don't use or store your organizer in extreme or prolonged heat, cold, humidity, or other adverse conditions

FOR HOME OR OFFICE USE

Customer Support in U.S. (609) 386-8997
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ROLODEX® is a registered trademark of Berol
Corporation, a subsidiary of Newell Rubbermaid, Inc.
Patents pending.

Limited Warranty (outside U.S.)

This product, excluding batteries is guaranteed by Franklin for a period of one year from the date of purchase. It will be repaired or replaced with an equivalent product (at Franklin's option) free of charge for any defect due to faulty workmanship or materials. Products purchased outside the United States that are returned under warranty should be returned to the original vendor with proof of purchase and description of fault

Charges will be made for all repairs unless valid proof of purchase is provided.

This warranty explicitly excludes defects due to misuse, accidental damage, or wear and tear. This guarantee does not affect the consumer's statutory rights.

FCC Notice

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- -Reorient or relocate the receiving antenna.
- -Increase the separation between the equipment and receiver.
- -Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- -Consult the dealer or an experienced radio/TV technician for help.

NOTE: This unit was tested with shielded cables on the peripheral devices. Shielded cables must be used with the unit to insure compliance.

NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

Limited Warranty (U.S. only)

LIMITED WARRANTY, DISCLAIMER OF WARRANTIES AND LIMITED REMEDY

(A) LIMITED WARRANTY, FRANKLIN WARRANTS TO THE ORIGI-NAL END USER THAT FOR A PERIOD OF ONE (1) YEAR FROM THE ORIGINAL DATE OF PURCHASE AS EVIDENCED BY A COPY OF YOUR RECEIPT, YOUR FRANKLIN PRODUCT SHALL BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP, THIS LIMIT-ED WARRANTY DOES NOT INCLUDE DAMAGE DUE TO ACTS OF GOD. ACCIDENT, MISUSE, ABUSE, NEGLIGENCE, MODIFICATION, UNSUITABLE ENVIRONMENT OR IMPROPER MAINTENANCE. THE SOLE OBLIGATION AND LIABILITY OF FRANKLIN AND YOUR EXCLUSIVE REMEDY LINDER THIS LIMITED WARRANTY WILL BE REPAIR OR REPLACEMENT WITH THE SAME OR AN EQUIVALENT PRODUCT OF THE DEFECTIVE PORTION OF THE PRODUCT AT THE SOLE OPTION OF FRANKLIN IF IT DETERMINES THAT THE PRODUCT WAS DEFECTIVE AND THE DEFECTS AROSE WITHIN THE DURATION OF THE LIMITED WARRANTY THIS REMEDY IS YOUR EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY. THIS WARRANTY GIVES YOU CERTAIN RIGHTS: YOU MAY ALSO HAVE OTHER LEGISLATED RIGHTS THAT MAY VARY FROM JURISDICTION TO JURISDICTION.

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(C) WARRANTY SERVICE: UPON DISCOVERING A DEFECT, YOU MUST CALL FRANKLIN'S CUSTOMER SERVICE DESK, 1-800-266-5626, TO REQUEST A RETURN MERCHANDISE AUTHORIZATION ("RMA") NUMBER, BEFORE RETURNING THE PRODUCT (TRANS-PORTATION CHARGES PREPAID) TO:

FRANKLIN ELECTRONIC PUBLISHERS, INC.

ATTN: SERVICE DEPARTMENT

ONE FRANKLIN PLAZA

BURLINGTON, NJ 08016-4907

IF YOU RETURN A FRANKLIN PRODUCT, PLEASE INCLUDE A NOTE WITH THE RMA, YOUR NAME, ADDRESS, TELEPHONE NUMBER, A BRIEF DESCRIPTION OF THE DEFECT AND A COPY OF YOUR SALES RECEIPT AS PROOF OF YOUR ORIGINAL DATE OF PURCHASE. YOU MUST ALSO WRITE THE RMA PROMINENTLY ON THE PACKAGE IF YOU RETURN THE PRODUCT, OTHERWISE THERE MAY BE A LENGTHY DELAY IN THE PROCESSING OF YOUR RETURN. WE STRONGLY RECOMMEND USING A TRACKABLE FORM OF DELIVERY TO FRANKLIN FOR YOUR RETURN.

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