



# **Elo Touch Services Portal User Guide**

## Welcome to the Elo Touch Services Portal!

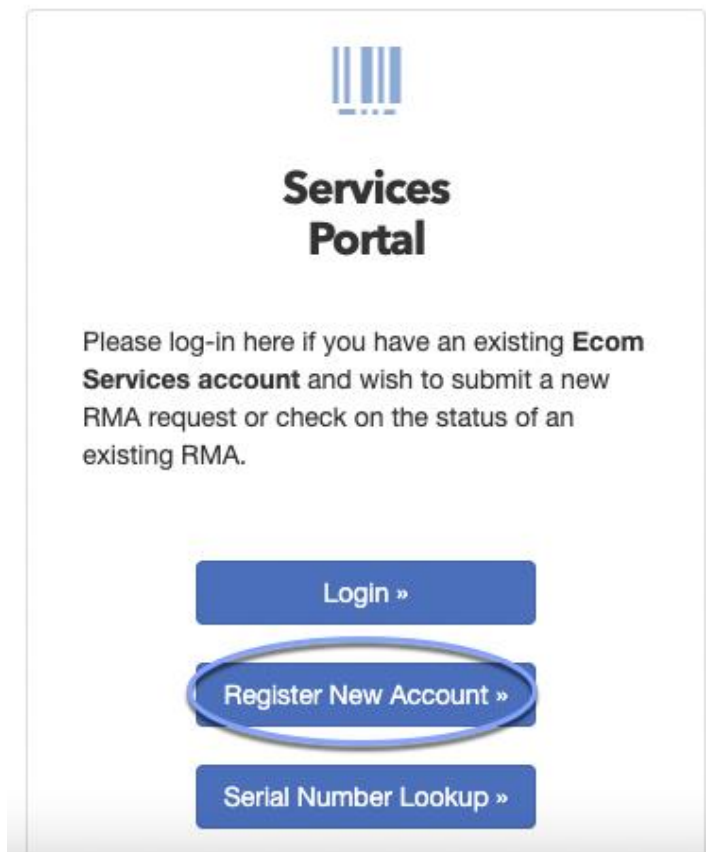
1. Click [here](#) to log into the RMA Portal or type the following web address into a browser to begin: <https://portal.elotouch.com/Services>

First, an account will need to be created before submitting a request for a repair or return. Click **Register**



## Request a Repair or Return

2. Click **Register New Account**



3. Fill in the fields and click **Register**

## Create A Services Account

Enter your email address  
and password below to register.



The registration form is enclosed in a blue oval. It contains three input fields: 'Email', 'Password', and 'Confirm password'. Below these fields is a blue 'Register' button.

Email	<input type="text"/>
Password	<input type="password"/>
Confirm password	<input type="password"/>

4. After clicking register, an email confirmation message will show on the screen and an email will be sent to the registered email account. Open the Elo email and click the link to confirm the email address is valid.



### EloTouch Services Portal

Please confirm your account by clicking [here](#).

5. Click **Log In** on the email confirmation page



**Email Confirmation.**

**Check your email and confirm your account, you must be confirmed before you can log in.**

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6. Credentials will autopopulate, if not, manually enter them and click **Log In**

A dark rectangular box containing the "ēlo" logo. Below it is a login form with the heading "Enter your email address and password below to log in." The form includes an "Email" field with a pre-filled address ending in "@gmail.com", a "Password" field with masked characters, a "Remember me?" checkbox, a blue "Log In »" button circled in blue, and a "Forgot your password?" link.

7. Select Region and Country from the drop down and enter the serial numbers for the product(s) needing repaired or returned.

**IMPORTANT:** Please double check the serial numbers are correct, it is very easy to mistype and may cause the wrong unit with a similar number to populate.

1 Select Region and Country (required)

-- Choose Region -- -- Choose Country --

2 Check Warranty Status (by Serial Number)

Please enter valid serial numbers in the box below to view the status of your warranty. Most serial numbers are located on the rear side of your monitor.

0 serial numbers listed. (limited to 50)

example:  
K122223333  
L777888999  
G11A222333

Lookup

8. Complete the following:

1 - Choose from the drop-down menu the reason for return – Please select “Physical Damage” if the unit has any form of damage, even if other issues are present as well.

The warranty coverage details will generate. If the unit is not covered under the warranty, or it is expired, the “Warranty Status Results” shows what the repair cost will be if you choose to still have it repaired.

2 - Click **Create RMA for 1 product** to continue with the RMA if the unit(s) are in warranty or if you would like to pay the fee to repair.

Please double check the serial numbers are correct under “Serial Number” and fix any errors in the previous step.

## Warranty Status Results

1 Item checked. 2 Create RMA for 1 product »

Serial Number	Material Part Number	Material Description	Warranty Status	Cost	Warranty End Date	Reason For Return
E228	E48	ET2202L	In Warranty	0.00	08/10/2025	Please Choose... <span style="border: 1px solid black; padding: 2px;">1</span>

Warranty Coverage	End Date	Remaining
Standard Warranty	08/10/2025	93%

9. Enter the Shipping Address – This will be where the unit(s) currently are/where they will be returned to after the repairs are made.

## RMA Processing - General Information

[Portal Home & Login »](#)

General Info

Confirmation

Terms and Conditions

Payment

Complete

### Shipping Address

Existing Addresses: Choose A Shipping Address...

Company Name:

Attn (Name):

Street:

City:

Region/State:  Postal Code:

Telephone:  Fax:

**General Info**

Email Address:  @elotouch.com

Region: North America

Country: North America - United States of America (US)

PO Number (optional for your records):

10. Fill in the box “Reason For Repair” with as much detail as possible (up to 100 characters) to assist the technicians to find and fix the issue(s).

After, click Continue »

Material Part Number	Serial Number	Warranty Status	Warranty Type	Repair Cost	Return Reason	Reason For Repair
E441	L213011	In Warranty	Standard Warranty	0.00	Defective Material	<input style="width: 100%; height: 20px;" type="text"/> <p style="font-size: small; text-align: right;">Limited to 100 characters.</p>

**11. Confirm the address is correct and click **Verify****

Address Verification

## USPS Address Verification

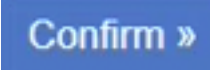
Elo Touch utilizes the United States Postal Service to verify shipping addresses. We do this to ensure accurate shipping.

Please verify the address below.

LN  
TN 37931-3086

Address verified successfully.



**12. Double check all the information is accurate and click  at the bottom of the page.**

**13. Check the box to agree to the “Terms and Conditions” and click “Agree & Checkout”**

## Terms and Conditions

All purchases of Elo products are subject to Elo’s standard Terms of Sale which can be found at <https://www.elotouch.com/terms-of-sale>

I agree to the above Policy and Terms



14. If the unit is out in warranty, you will be directed to submit payment via PayPal before the order is complete.

Your total is \$499.

If you have an existing PayPal account, click the "PayPal" button below to make a payment and complete your RMA.  
To pay with a credit card, click the "Debit or Credit Card" button below to make a payment and complete your RMA.

[PayPal](#)

[Pay Later](#)

[Debit or Credit Card](#)

Powered by [PayPal](#)

This total will be pre-tax. The invoiced total will include tax, which will be higher than the amount above. Charges will occur when the unit is shipped back.

Please note: Tax-exempt customers will need to contact [RMA Services](#) with the RMA # and code for this to be applied to the order.

15. If the unit is in warranty, or payment has been submitted, this will complete the order. An email will be sent with a summary of the return and instructions.

Click the [Print Return Instructions](#) button to print and review the return. The button will change to [Reprint Your RMA Instructions and Return Label](#) if this order was submitted prior to logging into the account. Please take a moment and review this information.

#### RMA - Full Details

[« Back to Open RMAs](#)

RMA Number: 40003 [REDACTED]

Status: submitted

[Reprint Your RMA Instructions and Return Label](#)

#### Shipping Address

Ivana [REDACTED]  
8600 [REDACTED] Ste 200  
Chanhassen, MN 55317  
US  
Tel: 952 [REDACTED]  
[REDACTED]@[REDACTED].com


#### Payment Information

Date: 10/25/2022 09:17:11  
Amount: \$199.00  
Status: COMPLETED  
Transaction ID: [REDACTED]

#### Details

Serial Number	Part Number	Qty	Return Reason	Warranty Type	Comments	Status
F21H [REDACTED]	E155645	1	Physical Damage	Standard Warranty	Cracked Screen	Not Received



If you encounter any problems with or have questions about your RMA, please utilize the  button on the Portal or contact the RMA department by email [rma.services@elotouch.com](mailto:rma.services@elotouch.com).

## Quick Links

- [Find Part and Serial Number](#)
- [Return and Repair Policy](#)
- [Advance Unit Replacement](#)
- [Extended Warranty](#)
- [On-Site Exchange Program](#)

## Any Questions?

