

Sena Warranty Guidelines for model 60S-01 / 60S-01D

Below are the steps for the RMA process for customers:

1. Contact Sena Support

If you need to file a warranty claim, please contact Sena Support through one of our regular support channels — by [submitting an online ticket](#) or calling 1-888-333-SENA (7362). Our Technical Support team will review your request and determine the appropriate RMA (Return Merchandise Authorization) process.

a. Warranty Defective Claim

- i. The Technical Support team will first assist you with troubleshooting to try to resolve the issue. A Sena product will be considered *defective* if it fails to operate according to standard product specifications and all recommended troubleshooting steps—such as **firmware update**, **factory reset**, and **fault reset**—have been completed without success.
- ii. If the product is confirmed defective, the team will verify its eligibility under the Sena 60S 3-year manufacturing warranty. Once confirmed, they will collect the required details and provide you with the next steps for the replacement process.

2. Important RMA Instructions for the Customer

- a. Do not send any devices to Sena without an RMA Number.
- b. Ensure that all original parts and accessories—such as the clamp kits, microphones, and speakers—are included whenever possible.