

# Parts Index

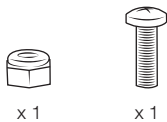
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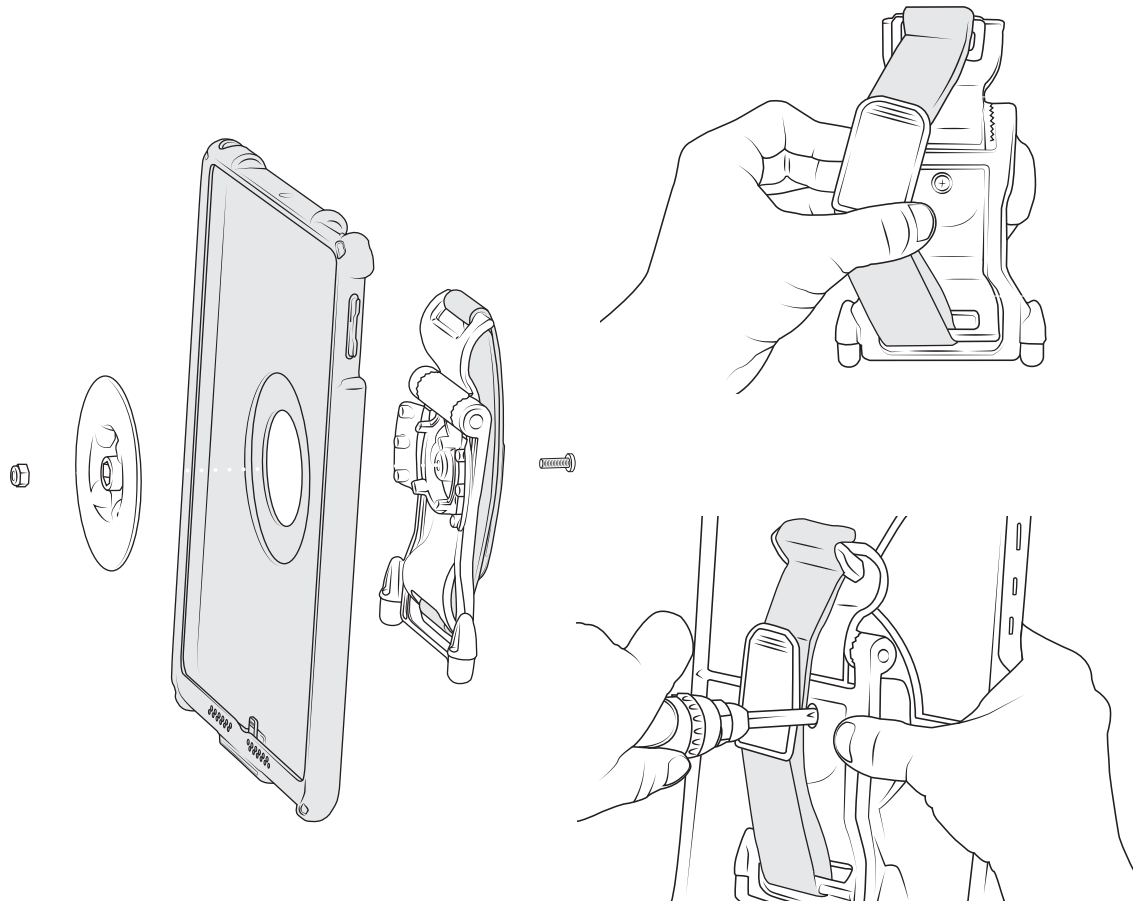


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While RAM® products are designed to function flawlessly, there is always the potential that the product may not function as expected. Most often product issues can be resolved by the customer prior to sending the product in for warranty or replacement. If you experience issues, please follow the guidelines below prior to contacting customer support for assistance.

### Troubleshoot: (Follow these steps if you encounter any charging issues with your GDS® Dock)

1. Verify that the dock's power cord is securely plugged into the dock as well as the wall power source. Assure that the power source is functional by testing with an alternate electronic device.
2. Verify that the IntelliSkin® connector is securely connected to your device.
3. Verify that the IntelliSkin® is seated properly in the receptacle of the GDS® dock.
4. After verifying the above steps, see the section below to verify that your dock and IntelliSkin® has been properly cleaned.

### GDS® General Care & Maintenance:

1. For any accidental spills or accumulated dirt on the pogo pins of the dock, use contact cleaner or alcohol on a cotton swab to gently clean. Clean the contacts on the IntelliSkin®, using contact cleaner or alcohol with a stiff brush.
2. For industrial and heavy use environments, clean pogo pins and contacts on a regular basis.

### 3 year warranty on all electronic components/Lifetime Warranty on all non-electronic components

The exclusive NPI Lifetime Warranty states that all GDS® non-electronic components and parts are warranted against defect in materials and workmanship for the life of the product or part. NPI's Lifetime Warranty covers the product or its components only. The mount device is not covered under the Lifetime Warranty and will not be replaced if damaged as a result of mount failure. This warranty is expressly limited to persons in the United States, and all foreign countries who purchase GDS® for resale or use in the ordinary course of the buyer's business. This warranty does not cover any product or part that has been abused, worn out, heated, ground or otherwise altered, used for a purchase other than that for which it was intended, or used in a manner inconsistent with any instructions regarding its use.

GDS®, IntelliSkin®, GDS Tech™, GDS Green™ and GDS Compatible™ are trademarks or registered trademarks of National Products Inc. The Distinctive "D" product shape of the GDS® connector is a trademark of National Products Inc. Patents and Trademarks: [rammount.com/ip](http://rammount.com/ip)

