

How long will it take for my device to arrive once ordered?

Delivery times vary by location. Standard delivery across the US takes a minimum of 3 days. For areas near Miami, FL, delivery may be even faster.

I would like to know more about your portal, who do I contact?

You can request a demo of the portal through the Demo Req. section on the platform. For assistance, our support team is available via:

- Live chat on our website
- Support ticket on the portal
- Email at support@voltswitchgps.com
- Phone at 800-436-0868

What is your return policy?

Due to the specialized nature of these devices, we do not accept returns. Exchanges are accepted within 90 days for manufacturing defects. The device must be in its original condition and packaging.

Is there a warranty for these devices?

VastTrack devices are covered by a 90 Day limited manufacturer's warranty against defects in materials and workmanship under normal use. During the warranty period, if the device is found to have a defect, we will, at our discretion, repair or replace it at no additional charge to you. This warranty does not cover damage resulting from misuse, unauthorized repairs, accidents, or normal wear and tear. To make a warranty claim, please retain your proof of purchase and contact our customer support team for assistance. Replacement requests will be determined as accepted or denied and processed/shipped within (14) business days. Warranty Returns can be initiated by a customer via www.vasttrack.online/help or by calling 1-800-436-0868.

How can I get support?

You can get this info from the Help section in the portal. If you still need assistance, you can reach our support team in any of the following ways:

- Live chat on our website
- Support ticket on the portal
- Email at support@voltswitchgps.com
- Phone at 800-436-0868

Why do I need cellular connectivity for a GPS device?

We want to provide location as near real-time as possible. With most GPS trackers, the device will store location data when outside cellular network coverage and upload later once connection is provided to prevent data loss. The more accurate location information you have, the better decisions you can make regarding your assets.

Do these devices work internationally?

Our devices work across North America and in select countries within South America.

How do I install the device?

The SX112 and SD118 have internal magnets which allow you to slap and track any asset with a metallic surface. The LjDOS is a wired unit that can be placed under the dash of a car for an incognito install. Double sided tape, Velcro, zip ties, to rugged plastic boxes have been utilized for installation applications in a wide variety of assets including cars, trailers, dumpsters, heavy machinery and more.

How do I replace the batteries on these devices?

The batteries inside the SX112 and SD118 can be accessed by utilizing a T6 screwdriver. Once the device has been opened, carefully remove the connection to the microchip and install your new battery pack.

How frequently will the device check in and provide location?

SX-112: once in a day and you can get on demand location at anytime

SD-118: after every 10 minutes when moving and every hour if the vehicle is stationary.

For wireless devices, we can change the frequency of pings in emergency situations.

Wired LjDOS: It gives location after every 3 minutes while moving and 10 minutes when in rest – ping frequency can be adjusted

Do these devices provide driver/behavior analytics?

Think SLAP and TRACK. These devices do not provide driver behaviors however it does have a built-in accelerometer that will let you know when an asset is on the move. Utilizing our built in Geofence technology, you can set parameters and reporting for efficient control of your assets.

Who is Voltswitch?

VoltSwitch is technology company who provides software and hardware services for the IoT community. Voltswitch specializes in asset tracking hardware and software services. VastTrack has partnered with Voltswitch and are focused on providing secure, remote access and protection for vehicle collateral, empowering business owners to track and manage their fleet assets with ease. Our mission is to simplify fleet management, improve supply chain operations, and help businesses make informed, on-the-go decisions with our advanced tracking system.