



FAQs

What is the Drive Advantage program?

The Drive Advantage program is an advanced exchange service model that provides a replacement device or component for eligible warranty issues, helping you stay up and running without waiting for a typical fix and return repair cycle.

How is this different from a traditional product being serviced?

Instead of sending a device in for service and waiting for it to be returned, Drive ships you a replacement unit quickly, so you can continue operations with minimal disruption.

How do I initiate a service request?

You can submit a service request through the [Drive Advantage web portal](#) or by contacting Customer Solutions via phone or email using a standardized intake process.

What happens after I submit a request?

Drive reviews your request, confirms eligibility and warranty status, and determines the appropriate resolution path within approximately 24-48 business hours after submission.

When will I receive my replacement unit?

Once approved, a replacement unit is typically shipped within about 2-4 business days after submission.

What do I do with my existing unit?

You will receive instructions and a return label so you can send your unit back to Drive. Please ship your original unit back using the packaging from the replacement unit.

Do I pay for shipping?

Drive covers shipping for the certified replacement unit. Drive also covers return shipping for the original unit if it is shipped back to Drive within 20 days after the replacement unit is requested through the Drive Advantage program, unless the unit is determined to be outside of warranty conditions. [Terms & Conditions](#).

Are replacement units new or previously deployed?

Replacement units may be new or Drive-certified replacement units.

What is a Drive Certified Replacement Unit?

A Drive-certified replacement device is a device that has undergone comprehensive inspection, testing, and replacement of worn or defective components as needed to meet Drive's quality and performance standards as a factory new device.

Does the replacement unit include a new warranty?

The replacement unit carries the remaining balance of the original product's warranty, and does not reset or extend the warranty period.

What products are eligible for Drive Advantage?

Eligible POC models are iGo2 and SIMO2, SOC models 555, DECO2, and 1025.

Is participation required?

Participation is optional. You may continue using your existing service process or authorized service center if you prefer.

Can I choose between replacement and service?

Yes, you can choose whether to use Drive Advantage or continue with a traditional service option on a case-by-case basis.

What happens if the issue is not covered under warranty?

If the unit is found to be outside of warranty coverage, such as damage due to misuse, or if no defect is found, charges may apply according to program terms. [Terms & Conditions](#).

With whom will I work with throughout the process?

The Drive customer solutions team will serve as your single point of contact, managing intake, eligibility, shipment, and communication throughout the process.

How does this program benefit my business?

Drive Advantage is designed to reduce downtime and simplify service by minimizing the operational burden of traditional service processes.

Does the program apply to all my purchases?

The program applies to eligible products that fall within the defined scope (beginning August 1st, 2026) and are within the applicable warranty period, per the program [Terms & Conditions](#).

What if I don't return my original unit?

Returning the original unit or required components is a required part of the process, and failure to return it may result in charges according to program terms.

How does Drive determine if my unit qualifies for replacement?

Drive evaluates each case based on purchase date, warranty status, the reported issue, and standardized intake criteria to determine eligibility. Units that do not meet criteria may be subject to return service fees. [Terms & Conditions](#).

What needs to be included in my return?

Please see the program [Terms & Conditions](#) for specific information on what to include with your return.