

# ELD Malfunction Manual

## How do you figure out that the ELD is Malfunctioning?

If the plugin has either no lights showing or a red light showing while it is plugged into the vehicle and the vehicle is powered on.



How it should look with it being powered on and emitting the light.

## Now what should you if you ELD is Malfunctioning?

1. Contact our support line 877-443-6949 and detail your issue to our support representative so they can try and resolve it for you.
2. Note the malfunction and provide notice of the malfunction to your fleet
3. Keep a paper log for the day until it is repaired or replaced. If an inspection is done on you display the previous 7 days of logs from the geowiz app.

## What does the fleet need to do if the ELD is Malfunctioning?

1. If a motor carrier hears word of a malfunction of an ELD, the motor carrier must take action to correct the malfunction within 8 days of the initial discovery of the malfunction or a driver's notification to the motor carrier, whichever happens first.
2. If the plugin is indeed malfunctioning, Geospace Labs will send a new device to replace it upon notification from a fleet manager.
3. If a motor carrier needs a time extension, they must notify the FMCSA Division Administrator for the State of the motor carrier's main place of business within 5 days after the driver informs them according to the guidelines in **§ 395.34 (2)**