

## Customer support center

Support home > Case details

### Problem with a DLPNIRNanoEVM device



Type your message here...

Send

🕒 17m ago

Hi Danilo,

Thank you for your attention.

Follow the conversation link with the E2E forum:  
<https://e2e.ti.com/support/dlp/f/dlp-products-forum/992370/problem-with-a-dlp-nirnanoevm/3665348#3665348>.

Have a nice day too!

Regards,  
Paula

🕒 3h ago

Hi Paula,

Thank you for contacting Texas Instruments Customer Support.

Regarding the issue with DLPNIRNANOEVM, since you bought the evaluation modules on January 27th, it is still within the 90 days warranty period. However, our product specialists in the E2E Channel are the ones authorized to assess the functionality of the evaluation modules and they will also be the one to advise our team if it needs replacement.

For this reason, please post this issue in our E2E Channel in the link below. E2E is where we have our experienced Engineering Applications Specialist according to product line and you will be immediately interacting with them.

### Case details

Number  
CS0481246

State  
Work in progress

Short description of  
your case  
Problem with a  
DLPNIRNanoEVM  
device

Updated  
17m ago

#### ^ Options

Name  
Paula Dalla Vecchia

Phone  
5555981643512

Email  
[paula@zeitbr.com.br](mailto:paula@zeitbr.com.br)

Address  
Luiz Carlos Zani  
Street, 365-A,  
BoaVista Ibiporã  
Paraná 86200-000 BR

Channel  
Web

Language  
English

<https://e2e.ti.com/p/addpost>

Once you have posted, please share with me the link so I could follow-up our product specialist for you to have the fastest response.

Thank you for understanding our limitations here in the Support Center. We really appreciate your time and patience in bearing with us through the process. We will be waiting for your updates.

Have a nice day!

Regards,

Danilo R. Austria Jr.  
Texas Instruments Customer Support

🕒 3d ago

Number: CS0481246

Contact: Paula Dalla Vecchia

First name: Paula

Last name: Dalla Vecchia

Short description: Problem with a DLPNIRNanoEVM device

Phone: 5555981643512

Email: paula@zeitbr.com.br

Company: GENESLAB CLASSIFICAÇÃO VEGETAL LTDA

Company phone:

Language: English

State: Open

Provide case details or comments: I bought three devices on January 27th (performance invoice 5456685933 - in the name of André Donadel), however, one of these devices is not working. It is not connecting with either a USB cable or a battery. No LED lights up.

I would like to request a replacement of the device.

🕒 3d ago

CS0481246 Created

Short description of your case  
Problem with a DLPNIRNanoEVM device

Provide case details or comments  
I bought three devices on January 27th (performance invoice 5456685933 - in the name of André Donadel), however, one of these devices is not working. It is not connecting with either a USB cable or a battery. No LED lights up. I would like to request a replacement of the device.

Copy (cc) additional people on this case  
donadel@genesigroup.co

#### Attachments



Drop files here

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