



## **LOST OR DEFECTIVE SUPRA PRODUCT**

### **eKEY**

If the device your eKEY application is installed on is lost or broken you can reinstall the application on any Bluetooth capable device.

It does not have to have active service so long as you can connect it to the internet via WIFI in order to allow it to update once every 24 hours.

You will need an authorization code once it is installed on a new device.

You can get this code by either calling Supra 402-619-5566 option 0# or by logging into your SupraWEB account.

### **Keyboxes**

OABR does not warranty lost or stolen keyboxes. OABR can run a report on the keybox activity to identify the last user. Activity reports can also be generated by the agent via [SupraWEB](#).

#### **If a keybox is defective:**

- OABR will replace it with a new keybox
- If it is stuck on a listing OABR will send a locksmith free of charge to cut and replace the keybox
- Contact OABR Business Support Manager: 402-619-5552
- If there are house keys inside OABR will try to get them out. If unsuccessful, the keybox will be mailed back to Supra to remove the keys. This process has a 10-business day turn around.

### **XpressKEY**

- Defective XpressKEYs need to be exchanged at OABR Monday – Friday between 8:00 am - 4:45 pm.
- XpressKEYs are covered by warranty if defective.
- Insurance is required in order for a lost/stolen XpressKEY to be replaced free of charge. If the key is uninsured, the full price of the key will be due prior to replacement.