

# ELECTRONIC SYSTEMS

## RETURN TO BASE SUPPORT

### Telephone Support

Full system support cover via our dedicated helpdesk

**Monday – Friday 09:00-17:00**

### Includes All Parts And Labour Costs

Subscribing to our 'Return To Base Support Agreement' will ensure that in the event of a repair, all costs for parts and labour charges are waived.

### Remote Support (Subject to site availability)

If your problems are software based, this feature will allow us to deal with any issues you have by remotely connecting to your PC.

### Product Newsletters

You will receive a newsletter every quarter to let you know about all product news for Auto Time Solutions Ltd.

### Discount On Annual System Health Check

You will be entitled to a 10% discount on annual health check calls which includes:

- Full electrical check on all terminal(s)
- Inspection and clean of all terminal(s) inside and out
- Full administration of software (including all clients – where possible)
- Setup of annual BST / GMT time changes
- Test communication between terminal(s) and the master computer.

### What Is Excluded In Your Subscription?

- Software faults due to the failure of computer hardware not supplied by Auto Time Solutions
- Repairs or reconfiguration due to malicious damage or environmental problems
- On-site visits for time adjustments (BST / GMT)
- Complete system re-programming due to changes in company working rules
- Payroll links that are subject to annual licence fee
- Additional training for new system operators
- Re-location of equipment.

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