

MECHANICAL SYSTEMS

ON-SITE 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 'On-Site Support Agreement' will ensure that in the event of a repair, all costs for parts and labour charges are waived.

Priority Service

All our 'On Site Support' customers will receive priority service over non-subscription holders.

Temporary Unit Replacement

If workshop repairs are required, our engineer will bring a replacement unit to site. This will ensure our contract customers will not be without a unit whilst repairs are being carried out.

FREE Annual System Health Check

You will be contacted by our service department to arrange an annual health check on your system; alternatively, our engineers will carry out an annual health check during a contract service call.

- Complete electrical test of equipment (where appropriate)
- Check on board battery output voltage (where applicable)
- Clean equipment inside and out
- Check all connections
- Check equipment BST & GMT time settings and adjust if necessary.

Product Newsletters

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

What Is Excluded In Your Subscription?

- Replacement consumables i.e. ribbon cassettes, clock cards
- Repairs or reconfiguration due to malicious damage or environmental problems
- Re-programming due to changes in company working rules
- Additional training for new system operators
- Re-location of equipment.

Every care has been taken to ensure the information within this datasheet is accurate at the time of publication. However, to improve the quality, all specifications are subject to variation at any time. © Autotime Solutions Ltd. 2008

