

# ELECTRONIC 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.

### 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.

### 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.

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

### Software Updates

You will have access to software updates for the system you purchased from us. All current available updates will be installed by our engineer during your annual system health check.

### 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?

- 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
- 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.

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

