

ONSITE SUPPORT

- TST will provide repair and maintenance service during the maintenance period at the locations where the Equipment is located as per the resellers contract.
- TST partner can call the 888-849-0341 and place a request for service, by providing equipment serial number. The service entitlement and location is verified with the Reseller. The problem is recorded in a work order and the number is provided to the reseller for reference.
- TST will dispatch a Customer Service Engineer (CSE) to the TST partner's Endusers site to perform the repair and maintenance services
- The CSE will contact the TST partner's enduser within one (1) hour of dispatch to confirm the problem and provide arrival time they expect to be on site to fix the problem.
- Service calls will be provided within the time frame set forth in the service quote. (Next day response, 4 hour, 24 X 7)
- The standard period of maintenance is 8:00 am to 5:00 pm in the time zone where the Equipment is located and excludes TST recognized holidays.
- Once on site the TST CSE will diagnose the problem and attempt to fix it at that time. If they need to order parts or get additional information, they will let the TST partner's enduser know the status. If they need to return another day to complete the repair, they will provide the TST partner's enduser with an estimated arrival time and problem resolution.
- The CSE will communicate the status of the repair and maintenance service to the TST partner's end user and provide them with updates as needed.
- Each CSE has access to TST's Technical support center which is staffed with experts who will assist the CSE via the phone and who also have access to the equipment manufacturers technical support staffs to solve any unusual issues.
- Every effort is made to resolve the equipment problem on the first attempt.

Our call center is available 24 X 7, 365 days a year.

To place a service request:

Call 1-888-849-0341 or email service@tstservice.com

Be prepared to provide the following:

- ✓ Model Number
- ✓ Serial Number or Customer Number
- ✓ Problem Description
- ✓ Site Contact Name
- ✓ Site Telephone Number
- ✓ Purchase Order Number (if applicable)