Service, Support, and Installation Terms

About Wiz-Tec's Service, Support, and Installation Services

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In This Document

This document outlines what our service and support plans include: what you can expect from us, and what we expect from you. Please retain this document as it contains key information about your service, support, and best practices for your system. You may occasionally need to refer back to this document. This is not a technical document.

What is Included in the Monthly Fee

SERVICE AND SUPPORT IN ENGLISH AND FRENCH

Your store's technologies are critical to keeping your business running. An outage in your system can lead to decreased throughput or a complete shutdown of your operations. Wiz-Tec's is committed to providing high quality service to protect our customer's revenue streams.

SOFTWARE SUBSCRIPTION

Wiz-Tec's software products are provided as a service. Instead of paying for the license at purchase, a software subscription is included in your monthly fee. This keeps the product up to date, supported, and secure so your system stays reliable and compliant with industry changes.

SERVER AND REMOTE SERVICES

Our products are internet and server connected for remote service and maintenance purposes. Around 99% of issues are resolved remotely, without requiring slow and costly on-site service trips. We also keep and host best effort backups of system configurations and settings, contingent on reliable internet, so systems can be easily and quickly recovered if issues arise.

24/7 EMERGENCY iPOS SUPPORT

24/7 emergency support is offered for our iPOS product and services. An emergency is defined as "the inability to make a sale from the system such that your business cannot operate". For non-emergency issues, you will be referred to daytime support. Regardless, a trouble ticket will be created and it will be followed up on the next business day

Contacting Service

Regular services hours is between M-F 8:00 am and 4:30 pm MT. For best service, please call the service line at 1-866-361-7846 ext 1. Your call may be missed or redirected if you call a technician's line directly. Email should only be used for simple and non-urgent requests.

About Our Service and Support

Wiz-Tec's service and support plans is for Wiz-Tec supplied systems and solutions only. These systems must be unaltered and unmodified, must used for their intended purpose only, and must meet our installation and operating requirements. The systems must be installed and configured by Wiz-Tec or an approved agent. We reserve the right to refuse to provide service for violation of our terms, noncompliant systems, unprofessional conduct, non-cooperation, and outstanding payments.

What is Covered (In Scope)

FULL SOFTWARE SUPPORT
This includes online and telephone troubleshooting, support, and resolution of software issues for Wiz-Tec's software and services.

REMOTE HARDWARE TROUBLESHOOTING
We provide troubleshooting for Wiz-Tec provided hardware. This does not include repair of failed hardware. We cannot guarantee troubleshooting for hardware older than 5 years.

1 YEAR ADVANCED HARDWARE REPLACEMENT
If your Wiz-Tec provided hardware fails within the first year and is covered by the manufacturer's warrantee, we will handle the equipment's replacement. With advanced hardware replacement, we send the replacement first to minimize your system's downtime. You are responsible for any shipping to and from your site. If the discovered cause of failure is not covered by warrantee, such as water damage, you will be billed for the replacement cost.

ANYTHING WITHIN 15 MINUTES (AT OUR DISCRETION)
Generally, we will not bill for anything which is resolved within 15 minutes, even for out of scope issues. This is typically operator errors, which are out of scope but easily resolved.

TRAINING WITHIN 30 DAYS OF INSTALLATION (AT OUR DISCRETION)
We generally will not bill for training and support within 30 days after the date of install, as you are learning and getting used to the system. We will inform you if the training is billable.

What is not Covered (Out of Scope)

This section details common out of scope and billable issues. This is not an exhaustive list.

THIRD PARTY OR OUTSIDE EQUIPMENT AND SOFTWARE
Wiz-Tec supports Wiz-Tec supplied hardware, software, and services only. We will not support any third-party software's installed on Wiz-Tec supplied hardware, nor will we support any hardware connected to or replacing Wiz-Tec hardware. We cannot guarantee support if our software is installed on third party hardware. Examples of outside equipment include but are not limited to gas pumps, forecourt controllers, relay boards, carwash equipment, banking devices, etc. Updating third party software, such as upgrading from Windows 7 to Windows 8, is billable.

OPERATIONAL SUPPORT
Support with operational issues, such as routine tasks and business procedures, are out of scope. We cannot run your business for you.

CHANGES TO REGULATION AND REQUIRED COMPLIANCE
Changes in technologies due to new requirements, regulations, and compliance is billable. This includes but is not limited to changes in industry regulations, EMV/PCI compliance requirements, and government regulations.

HARDWARE REPLACEMENT
Outside of advanced hardware replacement, you will be billed for any hardware replacement or repair. This include failure due to regular wear and tear.

ON-SITE SERVICE AND SUPPORT
Any and all on-site service and support is billable, including travel and labour costs.

MODIFIED SYSTEMS
Wiz-Tec reserve the right to refuse or charge for servicing hardware or software which has been modified or tampered with. This includes changing system settings, installing third party software, or replacing parts or peripherals. These changes can make issues extremely difficult or time consuming to resolve. You should use Wiz-Tec systems only for their intended purpose.

OUT OF SPEC SYSTEMS
Wiz-Tec reserves the right to refuse or charge for service if the solution in an environment which does not meet our system's requirements or specifications.

CUSTOM OR NON-STANDARD SOLUTIONS
We may occasionally create one time custom or non-standard hardware or software solutions for customers, such as import programs or reports. These are not covered by our service and support plan.

CUSTOMER MISUSE/DAMAGE

Customer misuse and damage to the system is not covered. This includes damage to hardware, malware, and viruses on systems, damage from significant operator error, or issues from not following training.

HARDWARE PAST 5 YEARS

We recommend retailers contact Wiz-Tec to replace or update their hardware every 3-5 years. Our technicians are trained to support all hardware within the last 5 years. We cannot guarantee troubleshooting for older systems.

ADDITIONAL TRAINING

Significant re-training, or manager and supervisor level training is not covered. After we train your staff, it is your responsibility to keep your team trained.

LAYOUT CUSTOMIZATION

Layout customization is billable; however, we generally will not charge for quick or simple changes.

HOLD TIME

We will bill you if you keep your technicians on hold or waiting for longer than 5 minutes.

DATA

Your data is your responsibility; we will not operate on or modify your data unless we are given express permission. Any work where data is operated on or modified in any way is billable, and we cannot guarantee resolution of the issue. This includes but is not limited to inventory data, prices, and sales data.

BALANCING YOUR STORE

Balancing your store is an operations issue and is out of scope.

AFTERHOURS SUPPORT

Our afterhours emergency support is in scope for iPOS only. Afterhours resolution for non emergency issues and other products and services is billable.

Basic Site Requirements

The section outlines the basic site requirements for our systems. Further requirements for your specific system will be provided separately

INTERNET
Your site must have high-speed internet; we cannot service or support sites without an internet connection. A landline (cable, dsl, fibre) is preferred. If your internet is intermittent or unreliable, select features and performance may be sub-optimal or unavailable. Poor internet connection may increase service and support times or prevent service and troubleshooting entirely. Wiz-Tec is not responsible for any data lost due to internet connectivity, and excessive time due to slow download speeds is potentially billable at the discretion of the service department.

APPROPRIATE SPACE AND ENVIRONMENT
Please ensure there is enough space for the system to be installed and function. For a POS, this means adequate counter space for the all-in-one, cash drawer, and all peripherals. Select systems may also include or require space for routers, servers, additional computers, peripherals, etc.

You must provide a suitable environment for electronic systems. This includes regulating temperature, water, and anything else which may cause harm or deterioration to electronic systems. Unless specified, assume the system is for indoor use only.

POWER REQUIREMENTS
Your site must have reliable power and sufficient outlets for our systems to use. Unreliable power can cause serious damage to systems and the data hosted on them. We may require you purchase power conditioning and back-up units to ensure our systems run smoothly and to protect your data. Please ensure you have a separate dedicated circuit for our systems as well.

REGULATIONS AND COMPLAINCE
It is your responsibility to ensure your site meets with any and all government regulations and all compliance requirements.

TRAINED STAFF
Wiz-Tec systems and software should only be operated by trained staff.

Preparing for your Installation

In order for the installation to proceed smoothly, here are a few things you should make sure to have prepared. Detailed requirements for your purchase and services will be provided to you separately.

CABLING AND WIRING

You are responsible for cabling requirements for your store. If simple cabling is necessary and not present, the technician will lay one to complete installation, but it will not be buried or hidden. We recommend you have someone else properly run and bury it afterwards. Sites, such as gas stations and car washes, may require wires to and from equipment. You are expected to have this wiring run and in place, our installers will not handle wiring to equipment. You must prepare a dedicated and isolated breaker for our systems, and data wires used for our technologies must be shielded. Detailed requirements will be provided in a separate technical document.

CLEAN, CLEAR, AND PREPARE THE SPACE

Please clear and clean adequate space for our installer. Cramped, dirty, and dark spaces will slow down the installation and increase downtime.

ARRANGE FOR SPECIALISTS

Make sure everything is prepared so our installers can effectively work, and arrange for specialists, such as equipment technicians and electricians, to be present or on call at short notice. An electrician is always required, unless expressly specified otherwise. Our installers are not permitted to touch or handle any systems beyond our own technologies; our installers are not electricians and will not do any wiring beyond what they are trained for; our installers are not permitted to handle power above 24V. Our installers are not permitted to climb ladders, drill holes, or in any way operate tools not considered a part of the installation.

DATA FROM EXISTING SYSTEMS (Billable Service)

Depending on your prior system, Wiz-Tec may be able to retrieve your old data. This is a billable service without any guarantees, and must be scheduled in advance; our service department will provide you an estimate of work required. If you choose to use this service, please contact the previous provider to get any passwords required. Make sure we receive this data before your installation to minimize transition time. You are responsible for parsing the transferred data from the provider.

ARRANGE TO HAVE EVERYONE TO BE TRAINED PRESENT

Please ensure all staff that are to be trained are onsite at the time indicated by the installing Technician, including supervisors and managers. We will only train your staff during the installation and as scheduled; any additional training is billable.

LANGUAGE

Our installers speak English by default; inform us before your installation if you would like a French Bilingual Technician.

What to Expect During Installation

INSTALLATION HOURS
Our installers work from 8 am to 4:30 pm with one half hour for lunch and two 15 minute breaks. Do your best to help and accommodate the installer so the installation can go as rapidly and smoothly as possible, and to minimize impact on your store.

If you interrupt or otherwise hinder the installer such that the installation cannot be completed within the allotted time, you will be charged for overtime and, if required, additional travel, lodging, and meal expenses.

DOWNTIME
During installation, you should expect downtime. Please work on our schedule and assist us to minimize downtime.

TRAINING
As part of the installation, we perform on-site training. Please ensure all staff that are to be trained are onsite at the time indicated by the installing Technician. We will teach management how to set up and manage data/inventory and set prices; our technicians will not set any prices or handle any customer accounts or data.

INVENTORY DATA
We do not build or enter your inventory for you. Your installer will train you on how to handle any entries or modifications.

LAYOUT CUSTOMIZATION
The installer will show you how to customize your screen and settings, and create an initial customized set up to your specifications.

After your Installation

FOLLOW UP AND ADDITIONAL TRAINING
After your installation, there is a thirty (30) day follow-up period where Wiz-Tec Technicians will assist your staff, perform additional remote training if necessary, and follow-up for issues. Feel free to contact us if you have any questions or require additional remote training. Retraining supervisors and management and any on-site training is billable.

GETTING USED TO THE SYSTEM
It may take several days or weeks to get used to the system, as things may be different from your previous system or what you are used to. We understand this can be frustrating, but as you use the system more, it will feel more intuitive and easier to use. Please call us for any questions and concerns so you can get fully familiar with the system as quickly as possible.

PUT MANUALS SOMEWHERE YOU CAN EASILY FIND IT
Keep any manuals you were provided somewhere safe and easy to find, as they contain important information about the product and its features. Employees may find it useful to refer to it occasionally. If you lose any, feel free to call us and ask for an electronic replacement. Please note, if your system is customized, it may not match images in the manual.

What to do when a Problem Arises

DO NOT HAVE A FRIEND OR THIRD PARTY TRY TO FIX IT
This often makes problems worse, making it harder for our technicians to identify and resolve the problem, or cause other parts of the system to break.

COOPERATE WITH OUR TECHNICIANS
Work with the technician and we will get the issue fixed as fast as we possibly can. Many critical issues can be resolved within minutes. Most issues are not severe and the result of operator error. Stay calm so we can focus on helping you. Unprofessional conduct is not tolerated.

IF IT IS A TRANSACTION ERROR, STOP DOING TRANSACTIONS
The error will already have been recorded in the system. Repeating the error only increases the amount of work required to resolve it and can cause errors in your reports.

DO NOT PUT OUR TECHS ON HOLD
We are here to help, and if you put us on hold or ask us to wait, we may start helping the next customer in the queue. Stay on the line or call us back when you are ready for service,

LET OUR TECHNICIANS WORK
When our technicians take control of your system, step aside and let them work. Trying to continue using the system, or stopping our technicians from working will only slow down resolution and we may ask you to call back later.

About our Process

When you contact our service team, we open up a "trouble ticket" for your case; this documents the call, the issue, and any work towards the resolution of the issue. Our support team will then perform several troubleshooting routines to help determine the cause of the issue. Most issues can be resolved in the initial call, otherwise, the issue will be escalated and we will provide you with a time estimate on how long it may take to resolve. Please contact our service team directly to ensure a trouble ticket is opened.

If the issue is out of scope or requires payment, we will provide you with an estimate of time required. Written authorization is required before any work is started. In scope issues may be billable if our terms and conditions are voided. Billing is by hours of work, not outcomes or results. We cannot guarantee resolution or warranty the work performed. In cases where the issue is out of scope and compromises the systems security, such as malware, we are required to shut down the system until repair is authorized.

System Care

USE THE SYSTEM ONLY FOR ITS INTENDED PURPOSE
Use your system only for purposes as intended by Wiz-Tec and for Wiz-Tec software and services. Third-party software, malware, and viruses can cause significant damage to your system, including data loss, and affect our software's operation, as well as compromising your security; these issues can be difficult, time consuming, and expensive to find and resolve.

NEVER HARD-BOOT FOR POWER DOWN
Hard booting refers to holding down the power button until the system shuts down; this can severely damage your system and corrupt your data. Damage from hard-booting is out of scope and you will be billed for it. Please shut the system down only with the manufacturer recommended shut-down sequence.

CLEAN UP AROUND AND TAKE CARE OF YOUR EQUIPMENT
Electronic equipment can be sensitive to the environment, and one of the largest causes of hardware failure is dirt and dust in the system. Try to vacuum and clean spaces where dust can gather. Air dusters can be highly effective for cleaning dust out of equipment; we do not recommend opening up your system to clean it. Some simple cleaning can prevent expensive hardware failure

HARDWARE REPLACEMENT
Computers tend to slow down and become more prone to failure as they age. We recommend our retailers replace their hardware every 3-5 years, provided it has been well cared for. Further, our technicians are only trained on troubleshooting hardware supported in the last 5 years, so we cannot guarantee troubleshooting for older equipment. If you choose to update your hardware, please contact and source from Wiz-Tec, as we cannot guarantee compatibility or provide support on third-party hardware. We may also contact you if we believe your hardware is outdated or at risk of failing.

FAQ

INSTALLER WAS HERE FOR FEWER HOURS THAN LISTED ON THE CONTRACT

The labour charge on the contract includes preparation work and follow up in addition to installation and training time. Every system is completely set up and tested for your configuration before we ship it to you. Services which involve third party payment providers or the government tend to have higher labour costs, as sourcing, setting up, and testing payment systems is highly sensitive and time consuming. Feel free to contact us for a more detailed breakdown.

DOES YOUR SYSTEM WORK WITHOUT INTERNET?

Services essential to keeping your system running, such as iPOS and iManager, do not require constant internet connection to run. However, if internet connection is lost for too long it may begin experience issues. Select Wiz-Tec Solutions and payment processing devices require reliable internet connection to function.

CAN WE USE OUR OWN HARDWARE WITH YOUR SYSTEM?

We strongly recommend against using your own hardware with our software and services, as it can affect the system's performance and reliability. All our hardware is carefully chosen, configured, and tested together. Further, we will not troubleshoot hardware except those sourced from Wiz-Tec, even if it is the same hardware model.

Contact

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