

# About Service and Support and how your coverage works.

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## **Advance hardware replacement**

We cover the warranty wait time on Wiz-Tec supplied equipment only, which is typically 6 to 8 weeks from a manufacturer. We do this because you run a business and cannot wait 6 to 8 weeks for a product to be serviced. Without advance hardware replacement, it is incurring much higher cost to you.

## **Online and telephone support**

Wiz-Tec provides online and telephone support for operator issues and software issues. If the call is a quick and simple matter that can be resolved in under 15 minutes, which most of them are, you are not going to be billed as long as you are on our Service and Support plans. Operator issues in excess of a reasonable amount of time can generate an invoice if they are out of scope.

## **Onsite support as required**

Labour and travel are billable even under a warranty situation. The equipment will be free of charge under warranty and billable out of warranty. Wiz-Tec does not actually determine this, the manufacturer does. The product warranty is just executed upon by Wiz-Tec on your behalf. For example; if your receipt printer broke, we would troubleshoot it, and if we cannot get it working, we would replace it, and send the broken one to the manufacturer. If the manufacturer confirms it was caused by physical damage such as coffee spill, then you will rightly receive a bill for the replacement unit. Replacement product is covered for 90 days while we wait for the manufacturer's report on the inoperable product.

## **Software upgrades to Wiz-Tec products**

Wiz-Tec, as part of your service and support, covers all required software upgrades for the purpose of maintenance and security to the product generated as a result of our work. We do not cover other company's software, for example, Windows 2000 had officially been discontinued by Microsoft. When the operating system is no longer supported, Wiz-Tec can sometimes upgrade the system to the next supported operating platform, which in this case was Windows XP. For this service you would be billed for the labour hours and the new license for Windows. Another example is cleaning a virus off of your computer. Since it is out of scope of your service and you will be billed for the service. If you put other software or applications on the equipment provided by Wiz-Tec and the iPOS is affected as a result, that is a billable item to you.

## **Customizing reports**

Wiz-Tec provides a standardized set of reports with its products, and you are informed of which reports you have access to at the time of sale. Wiz-Tec can export any data within our system in whatever file type you would like, however mapping to other software is out of scope, and is billable. Additionally, if you request a report that is not part of the standard deployment, there is a minimum 4 hour labour charge (we have to create it, test it, deploy it, and teach you how to use it). If the report is more complicated and requires longer than 4 hours, the technician will get back to you with a quote for development for you to approve or decline at your choice.



Wiz-Tec Computing Technologies Inc.

T (403) 250-8660

Toll-free 1-866-361-7846

F (403) 476-8935

[www.wiz-tec.com](http://www.wiz-tec.com)

Bay 17, 4312 Ogden Rd SE Calgary AB T2G4V3