



TOUCHLINE

VIDEO LTD

(Formally ReView Video)

TOUCHLINE VIDEO 1 & 3 Year PROGRAM

So much more than a Warranty...

Who can use Touchline Support Services?

The Extended Warranty service is available to all customers with new and existing videoconferencing equipment within our portfolio. Coverage of existing units will be subject to diagnostic testing by Touchline personnel.

What does Touchline Support provide?

1 and 3 year coverage - Touchline Support agreements are available with a choice of 1 and 3 year coverage as standard – longer periods could be provided subject to individual consideration

Advance Hardware Replacement – Touchline Support will deliver replacement units for faulty within 24 – 72 hours

Unlimited Telephone Support during extended office hours – Touchline Support will provide identification, diagnosis and resolution of faults between the hours of 08:00 and 18:00. Coverage outside of these hours can be considered on a case by case basis

Software updates and upgrades – Touchline Support entitles the customer to all major software releases and upgrades issued throughout the duration of their agreement

Product Movement Costs – Touchline Support covers the costs of inward shipping costs and relevant documentation required.

24hr Video Test Line – Touchline Support customers can call our test system which is available 24 hours a day to make sure their systems are fully operational

Investment Protection – Touchline Support customers can make use of trade-in programmes to refresh or replace their existing equipment

Video-based Training – Touchline Support customers can arrange user, administrator and product training with our Support team throughout the duration of the agreement – FoC

When can you use the Touchline Support Service? Whenever you experience a system malfunction or failure – as many times as necessary during the 1 or 3 year period of cover

Where do I call for more information about Touchline Support? Simply call Touchline Video technical helpline on 01189 701559 – please have your serial number available

How do I sign up for Touchline Support? Call our Sales and Support desk on 01189 701313 and ask for your account manager or for Touchline Support information

N.B. Touchline does not cover your system against deliberate / accidental damage or any component loss.