



TECHNOLOGY
SOLUTIONS^{UK LTD}
part of **HID**

SERVICE DESCRIPTION

CompleteCare

www.tsl.com

Design • Development • Manufacture

Table of Contents

- Overview of Service 2**
 - Service Benefits: 2
- Telephone Support..... 3**
 - Non-Technical Support..... 3
 - Technical Support..... 3
- Contacting Us 3**
- TSL Responsibilities..... 4**
- Customer Responsibilities 4**
 - Limitations and Restrictions 4
- Comprehensive Coverage Option 5**
 - Comprehensive coverage includes: 5
 - Customer responsibilities 5
 - Limitations and restrictions 5
- About TSL 7**
- Contact..... 7**
- About HID 7**

Overview of Service

Two levels of service are available - CompleteCare and CompleteCare+:

Service Benefits:

	CompleteCare	CompleteCare+
Available for	1128 , 1153 , 1166 , 2128P , 2128L , 2173 , 3138 and 3166 , plus enclosed modules	3xxx handheld or wearable readers (e.g. 3138 and 3166)
Term	1, 3 & 5 years	3 & 5 years
Support help desk	Mon-Fri 9am-5pm ¹ GMT	Mon-Fri 9am-5pm ¹ GMT
Best in class manufacturing facility	✓	✓
Dedicated RMA ² team	✓	✓
Manufacturing defects	✓	✓
Normal wear & tear coverage	✓	✓
Advance exchange		✓
Comprehensive cover (Including accidental damage cover)		✓ ³
Repair turnaround time at service centre	3 - 5 business days ⁴	Service Exchange Unit despatched next working day
Shipping service	2-3 Day shipping	Express delivery using a next business day delivery service ⁵
Failure reports	✓	✓
Spares management		✓

¹Excluding observed Bank Holidays

²Return Material Authorisation

³Excludes cover for batteries and docking cradles

⁴5-7 business days for 1166, 3138 and 3166 Readers

⁵Where available

- CompleteCare maintenance programs must be purchased within 30 days of purchasing your TSL® product.
- We currently offer CompleteCare maintenance packages for the [1128](#), [1153](#), [1166](#), [2128P](#), [2128L](#), [2173](#), [3138](#) and [3166](#) RFID Readers, plus the standard, enclosed [RAIN RFID Reader modules](#) (3117-01, 3417-01 and 3419-01) – please note that this does not include the ‘Board Mount’ variants of the modules.
- CompleteCare+ maintenance packages are available exclusively for the third generation of TSL readers, such as [3138](#), [3166](#) and future products.
- Where CompleteCare is purchased, the repair time from receipt of returned product is 3-5 business days.
- Where CompleteCare+ is purchased, TSL will provide advance exchange on a next business day delivery service from our stock pool. The customer requests a Return Material Authorisation (RMA) number through TSL, identifying the serial number of the unit. TSL will ship a replacement unit to the customer and the customer returns the defective unit needing repair.
- TSL maintains the pool of equipment by repairing units at its dedicated manufacturing facility.
- Products are diagnosed and restored to meet their original specifications via:
 - Repairs, alignments, adjustments, and refurbishment, if appropriate, of any [covered] product(s) that malfunctions during use within the operational and environmental parameters specified by TSL.
 - Product updates, if applicable, as may be defined from time to time.
 - Access and rights to operating system and firmware releases

Telephone Support

Non-Technical Support

TSL will provide telephone and e-mail support for non-technical queries during standard business hours Monday – Friday 9 a.m. to 5 p.m. GMT (UK), excluding observed holidays.

Technical Support

TSL will provide e-mail and telephone technical support during standard business hours Monday – Friday 9 a.m. to 5 p.m. GMT (UK), excluding observed holidays.

TSL's coverage will help customers:

- a. Answer questions related to the operational use of the TSL Device.
- b. Identify and verify the causes of suspected errors.
- c. Provide workarounds, when available, for verified errors.

A skilled representative shall respond to the request for support and will:

- Assess the nature of the problem.
- Assist/perform problem determination.
- Manage problem resolution.

We will provide e-mail support at support@tsl.com for our Core Product Software and Software Development Kits (SDKs). This includes providing:

- Support for the current version of Core Product Software, as well as one (1) prior software release,
- Help with filling out a case report.
- Assistance with verifying a Core Product Software problem.
- Software Releases, which may include maintenance releases and patches (as herein defined), when available. Interim software updates, local patches, bypasses, and/or documentation that address a verifiable customer problem, whenever available. Updates are delivered in machine-readable format with appropriate documentation.

Contacting Us

Customer may contact TSL on +44 1509 238248, or email support@tsl.com

TSL Responsibilities

- Provide status reports to the customer when required.
- Repair product within 3-5 days from receipt of RMA product.
- Where CompleteCare+ is purchased, ship replacement unit on the next working day from when the RMA# was generated.
- Provide 2-3 day delivery on all outbound returns at customer expense, unless otherwise negotiated.
- Provide access and rights to Feature, Maintenance and Service releases for firmware updates as well as periodic bulletins outlining new features.

Customer Responsibilities

To enable us to provide the service described in this document, the customer is required to:

- Ensure the unit being returned is not working - this must be confirmed by completing the on-line Troubleshooting Guide. Visit www.tsl.com - you will be required to complete the Troubleshooting Guide and a Customer RMA Return Form as part of the return process.
- Obtain an RMA number to authorise the return, complete an RMA Return Form providing serial numbers and reason for return.
- Provide full problem description and all relevant return information.
- For CompleteCare+ products:
 - Return the unit to our TSL Repair Depot as soon as possible after the defect is reported. Returns must take place within seven (7) days from receipt of a replacement unit from us.
 - Pay us the list price of any defective unit not returned within thirty (30) days of receipt of a replacement unit from TSL.
- Units inspected and found to be damaged Beyond Economic Repair will be returned at customer expense or scrapped on site at TSL following customer authorisation.
- No Fault Found units will be returned at customer expense.

Limitations and Restrictions

- Customer will incur additional charges at the prevailing rates for any of the following activities, which are not covered under the Contract:
 - a. Replacement of consumable parts or accessories, as defined by product, including but not limited to batteries, cables, etc.
 - b. Repair of problems caused by natural or manmade disasters, including but not limited to fire, theft and floods that would cause internal and external component damage or destruction
 - c. Repair of problems caused by third parties' accessories or peripherals not approved in writing by TSL for use with the Product
 - d. Repair of problems caused by using the Device outside of the operational and environmental specifications, or repaired by a third party
 - e. Repair of problems caused by physical damage, operator error, unauthorized alterations or attempted repair
 - f. Non-remedial work, including but not limited to administration and operator procedures, reprogramming, and operator or user training
 - g. Problem determination and/or work performed to repair or resolve issues with non-covered products; for example, any hardware or Software products not specifically listed on the Service Order Form of the Contract
 - h. Performance of any file backup or restoration processes other than the Commissioning Service
 - i. Completion and test of incomplete application programming or system integration if not performed by TSL and specifically listed as covered

- We are not obligated to provide support for any Product:
 - j. That has been repaired, tampered with, altered or modified — except by our authorized service personnel (including the unauthorized installation of any Software).
 - k. That has been subjected to unusual physical or electrical stress, water damage, abuse or accident, or forces or exposure beyond normal use within the specified operational and environmental parameters set forth in the applicable product specification.
 - l. If customer fails to comply with the obligations contained in this Contract, and / or the Product purchase agreement and/or the applicable.
- We are not obligated to provide services for any product if customer fails to comply with the obligations contained in the Contract and / or the Device purchase agreement. Furthermore, we reserve the right to suspend the provision of the Service under this Contract for all Devices if the customer doesn't comply with its obligation to return a faulty Device within seven (7) days from receipt of a replacement unit. We will recommence the provision of the Service either (a) when the defective Device is returned; or (b) when the customer has paid the issued invoice for such non-returned defective Device, in accordance with its obligation stated above. The customer agrees that during the time we suspend the provision of the Services, for the reasons stated herein, we will not be in breach of the Contract. Where products are submitted to us for repair that are outside the scope of Service, such repairs will require payment by the customer of additional costs in accordance with our standard time and materials rates, as published from time to time.

Comprehensive Coverage Option

Comprehensive Coverage is included in the CompleteCare+ Option.

The Comprehensive Coverage option extends normal wear and tear coverage (included under standard service agreement) by including accidental breakage during the use of a device. This offer also extends coverage to include battery doors (where applicable) that ship together with selected devices. Excluded from this cover is replacement of cradles (where applicable).

Comprehensive coverage includes:

- Repairs of external plastics, cosmetic repairs, displays, keyboards, exit windows, triggers or faulty (broken) internal components that occur during normal usage. Specific examples of items covered under comprehensive that are not covered under standard warranty or CompleteCare include restoring, repairing or replacing:
 - Damaged housings
 - Broken triggers
 - Cracked or damaged exit windows
 - Damaged battery doors, connectors as applicable.

Customer responsibilities

- When obtaining an RMA, customer must indicate which accessories, identified by part number and/or description, require replacement.

Limitations and restrictions

1. Customer will incur additional charges at the prevailing rates for any of the following activities, which are not covered under this Agreement:
 - a. Replacement of consumable parts or accessories, as defined by product, including but not limited to batteries, cables, etc.
 - b. Repair of problems caused by natural or manmade disasters, including but not limited to fire, theft, and floods that would cause internal and external component damage or destruction

- c. Repair of problems caused by deliberate mis-use or use of the device outside of the product's environmental specifications or repaired by a third party
 - d. Repair of problems caused by operator error, unauthorized alterations or attempted repair
 - e. Non-remedial work, including but not limited to administration and operator procedures, reprogramming, and operator or user training
 - f. Problem determination and/or work performed to repair or resolve issues with non-covered products; for example, any hardware or software products not specifically listed on the service order form
 - g. Performance of any file backup or restoration processes other than remote archive and restoration, if that option is purchased
 - h. Completion and test of incomplete application programming or system integration if not contracted by us and specifically listed as covered
 - i. Cosmetic imperfections on external plastics which do not influence functionality and robustness of the unit
2. Where ongoing "accidental damage" is deemed to be excessive, systemic or the result of product mishandling, customer may be subject to an audit. Should such damage continue unabated, customer will incur a repair charge at our discretion and prevailing charges for products deemed to have been damaged through improper handling, carelessness or reckless use.
3. If a customer returns excessive non-defective units to us, then we shall reserve the right to invoice and customer shall pay customary charge for performing reasonably required failure or defect analysis. For the purpose of this clause, the returned non-defective units shall be deemed excessive if, at any time during the term of this Agreement, the non-defective units exceeds ten percent (10%) of the total units returned to us hereunder.
4. Any customer requesting excessive accessory replacements will be subject to an audit to review its usage profile to determine if there is a systemic issue or abuse leading to higher than expected accessory failure. Where applicable, we will help the customer implement proper accessory usage processes. If the customer is still found to be outside the norm reasonably foreseeable for this service, customer may be subjected to nonrenewal and/or cancellation of this option.

About TSL



Technology Solutions UK Ltd (TSL), part of HID, is a leading manufacturer of high performance mobile RFID readers used to identify and track products, assets, data or personnel.

For over two decades, TSL has delivered innovative data capture solutions to Fortune 500 companies around the world using a global network of distributors and system integrators. Specialist in-house teams design all aspects of the finished products and software ecosystems, including electronics, firmware, application development tools, RF design and injection mould tooling.

TSL is an ISO 9001:2015 certified company.



ISO 9001: 2015

Contact

Address:	Technology Solutions (UK) Limited, Suite A, Loughborough Technology Centre, Epinal Way, Loughborough, Leicestershire, LE11 3GE, United Kingdom.
Telephone:	+44 1509 238248
Fax:	+44 1509 214144
Email:	enquiries@tsl.com
Website:	www.tsl.com

About HID



HID powers the trusted identities of the world's people, places and things. We make it possible for people to transact safely, work productively and travel freely. Our trusted identity solutions give **people** convenient access to physical and digital **places** and connect **things** that can be identified, verified and tracked digitally. Millions of people around the world use HID products and services to navigate their everyday lives, and billions of things are connected through HID technology. We work with governments, educational institutions, hospitals, financial institutions, industrial businesses and some of the most innovative companies on the planet. Headquartered in Austin, Texas, HID has over 4,000 employees worldwide and operates international offices that support more than 100 countries. HID is an ASSA ABLOY Group brand.

For more information, visit www.hidglobal.com.

Technology Solutions (UK) Ltd reserves the right to change its products, specifications and services at any time without notice.