

TSL® Repair Services

All TSL® products come with a standard 12 months Return to Base manufacturer's warranty. To enhance and extend your warranty, consider purchasing a CompleteCare maintenance program. Choosing between CompleteCare and CompleteCare+ should be a decision based on how quickly you need your product repaired or replaced.



Maintenance Programs

Reduce downtime and maximise productivity and efficiency by investing in a TSL® CompleteCare maintenance program, giving you complete peace of mind.

With a CompleteCare maintenance program there are no unexpected repair costs and you will also benefit from significantly reduced turnaround time for your repairs, ensuring you protect the continuity of your business and maximise performance output.



CompleteCare

As TSL® manufactures your products, we know how to best protect them. CompleteCare is one-stop coverage through a single platform with extensive customer support. Benefits include:



Troubleshooting Guide

Our easy to use online Troubleshooting Guide provides speedy identification of the product fault, preventing unnecessary returns. Simply enter your email address and select the appropriate "Troubleshooting Guide". You will also receive confirmation of the associated Maintenance Program.

UK Based Facility

Our "best in class" manufacturing facility based in the UK provides repairs, replacements and excellent support for our customers. With our tailored resources we are able to respond promptly to expedite your repairs and replacements without delay.

Technical Support

Email our Technical Support Team for speedy issue resolution, with the aim of getting you back up and running in the shortest possible time. Our online troubleshooting guides can also help you identify issues or pinpoint a hardware fault.



CompleteCare+

CompleteCare+ takes hardware support to the next level with advance exchange devices available for next day delivery. If you are having trouble with a device, you can get a replacement device right away. It includes all of the benefits of CompleteCare, plus the following:



Advance Exchange

If it is deduced that your product has a hardware fault, an exchange unit is sent out the **same business day*** on an Express expedited shipping service.

*(If call is taken after 12.00pm UK local time, the unit is despatched next business day)

Comprehensive Coverage

Enjoy the peace of mind from knowing that whatever the hardware fault, we'll get a replacement device out to you as quickly as possible. This even includes accidental damage cover.

Spares Management

Our TSL® spares pool provides rapid replacement in the field keeping costly downtime to a minimum.

CompleteCare compared:



Term	1, 3 & 5 years	3 & 5 years
Support help desk	Mon-Fri 9am-5pm ¹	Mon-Fri 9am-5pm ¹
Best in class manufacturing facility	✓	✓
Online troubleshooting guide	✓	✓
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	Service Exchange Unit despatched same day ⁴
Shipping service	2 - 3 days	Express next business day
Failure reports	✓	✓
Spares management		✓

¹Local time, excluding Bank Holidays.

²Return Material Authorisation

³Excludes cover for batteries and docking cradles

⁴(If call is taken after 12.00pm UK local time, the unit is despatched next business day)

Purchase Your Plan

To purchase a CompleteCare Maintenance Program, please contact your RFID supplier at the time of purchasing your TSL[®] products. Your CompleteCare Maintenance Program must be purchased within 30 days of purchasing your TSL[®] product.



Non-Warranty Repairs

For products that are not covered by a TSL® Maintenance Program and are out-of-warranty, we can offer a chargeable repair service to prolong the lifetime of your unit.

About TSL®



Technology Solutions UK Ltd (TSL®) 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

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