



TECHNOLOGY  
SOLUTIONS<sup>UK LTD</sup>  
part of **HID**

# SERVICE DESCRIPTION

## CompleteCare

## Table of Contents

<b>Overview of Service</b> .....	2
Service Benefits: .....	2
<b>Telephone Support</b> .....	2
Non-Technical Support.....	2
Technical Support .....	2
<b>Contacting Us</b> .....	3
<b>TSL Responsibilities</b> .....	3
<b>Customer Responsibilities</b> .....	3
Limitations and Restrictions.....	3
<b>About TSL</b> .....	5
<b>Contact</b> .....	5
<b>About HID</b> .....	5

## Overview of Service

### Service Benefits:

COMPLETECARE	
Term	1, 3 & 5 years
Support help desk	Mon-Fri 9am-5pm <sup>1</sup> GMT
Best in class manufacturing facility	✓
Dedicated RMA <sup>2</sup> team	✓
Manufacturing defects	✓
Normal wear & tear coverage	✓
Repair turnaround time at service centre	3 - 5 business days <sup>3</sup>
Shipping service	Express 2-3 Day shipping
Failure reports	✓

<sup>1</sup>Excluding observed Bank Holidays

<sup>2</sup>Return Material Authorisation

<sup>3</sup>5-7 business days for 1166 and 3166 Readers

- CompleteCare maintenance programs must be purchased within 30 days of purchasing your TSL<sup>®</sup> product.
- We currently offer our CompleteCare Maintenance packages for the [1128](#), [1153](#), [1166](#), [2128](#), [2128P](#), [2128L](#), [2173](#) 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.
- Where CompleteCare is purchased, the repair time from receipt of returned product is 3-5 business days.
- 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.

## Service Description - CompleteCare

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](mailto: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](mailto:support@tsl.com)

## TSL Responsibilities

- Provide status reports to the customer when required.
- Repair product within 3-5 days from receipt of RMA product
- 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](http://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.
- 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

## Service Description - CompleteCare

- 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.

## 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

## 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.

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



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