



Standard Product Support

Standard Product Support provides basic assistance for customers using our tracking systems.

It is intended primarily for the initial assessment of potential product defects and for directing customers to the available product documentation.

Includes:

Receipt of technically comprehensible fault reports

Initial review of whether the reported issue may constitute a product defect covered by the applicable warranty

Processing of valid warranty claims in accordance with the applicable warranty terms

Provision of available product documentation, software and generally released updates

References to relevant sections of the user manual, technical documentation or other available support resources

Brief written assistance with basic product operation and configuration where this can be provided based on the available documentation

Does not include:

Guaranteed response times

Prioritized handling of support requests

Scheduled remote support sessions

Remote desktop access, video support or live troubleshooting

Case-specific technical analysis or troubleshooting

Initial system setup, configuration or commissioning

Analysis and advice regarding new or subsequently changed applications and requirements

Basic assistance with integration to third-party systems, including configuration, standard interfaces or data outputs of the tracking system

Structured operator or system training

On-site services

Standard Product Support does not extend or modify the agreed warranty period of 24 months.

Service Conditions

Availability: Included with the purchased product

Service method: Written ticket-based support

Response time: Subject to personnel availability

This Service Description is subject to the applicable General Support Conditions.