



CTH Systems Inc. Technical and Commercial SUPPORT

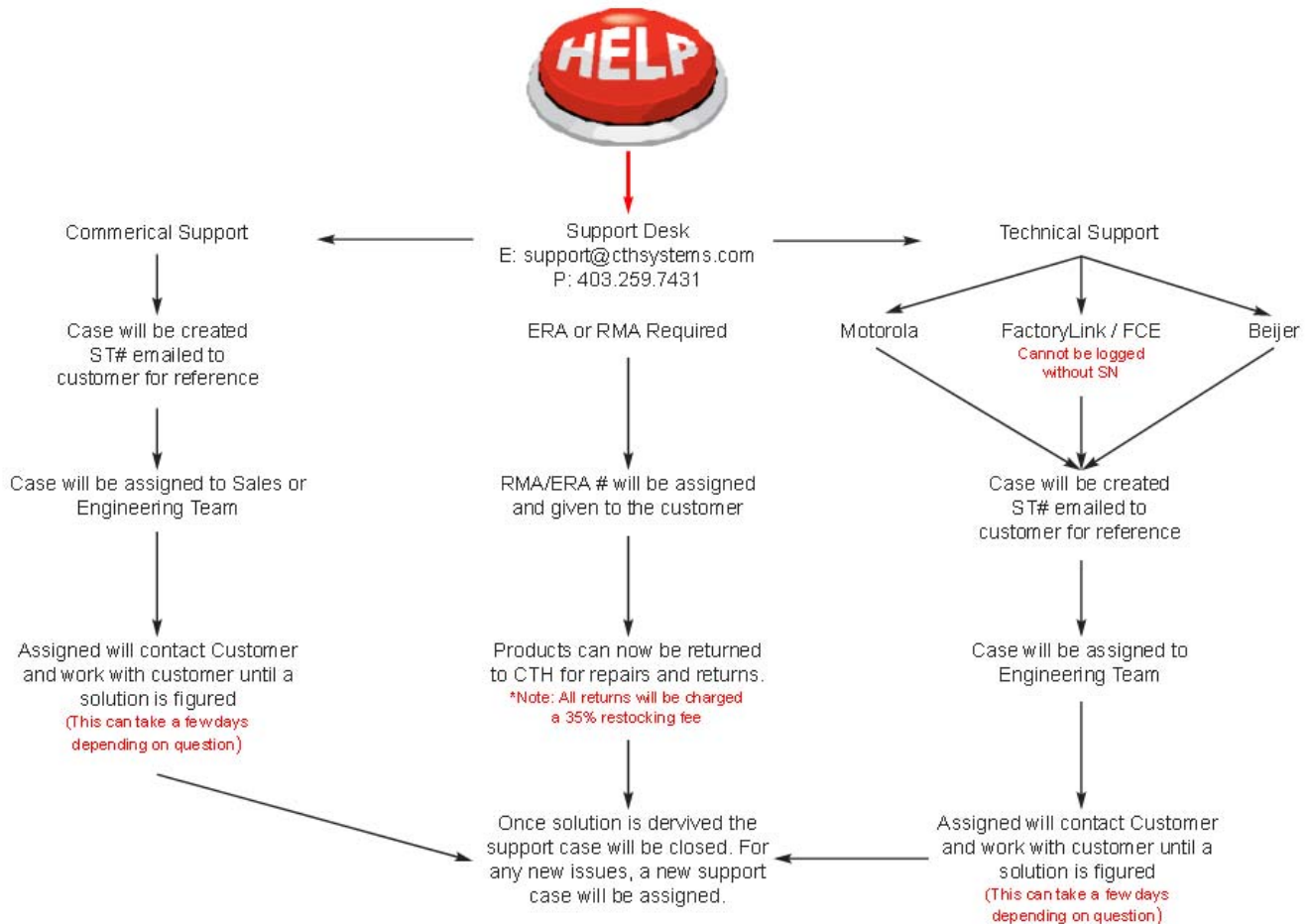
The support desk is open 8:00am to 4:30pm MST Monday through Friday.

P: 403.259.7431

E: support@cthsystems.com

W: www.cthsystems.com

Calls should be logged within two business hours and a case number assigned and emailed to the customer. The contact assigned to your case will be in communication with you based on a first come, first served, and priority basis.



CTH Systems Inc. #130, 6807 Railway Street SE Calgary, Alberta T2H 2V6

www.cthsystems.com enquiry@cthsystems.com

P: 403.292.0650 F: 403.292.0652



FactoryLink:

FactoryLink support is provided at no charge to customers who have purchased annual support (CSS). The license with the issue must be one supported for in order to have your support call logged under your CSS agreement. FactoryLink issues that do not have a current CSS agreement in place will be charged out at an hourly support rate.

CTH current support rate is \$150.00 per hour, billed in increments of 30 minutes. A minimum one hour charge will apply.

Motorola:

All support calls made for Motorola covered at no charge. This does not include any application work or development.

Beijer HMIs:

All support calls made for Beijer covered at no charge. This does not include any application work or development.

Returns/Repairs:

Customers in need of repairs must contact CTH for an RMA# to ship back their product. Warranty on hardware is one year, and must have the original purchase order number to confirm the warranty. If item is no longer under warranty, a PO must accompany the product returned to CTH for repair.

Returns can be made up to 30 days after shipment of the order. All returns will be subject to a 35% restocking fee. The original PO must be provided before an ERA# will be issued.

Support Process:

Once a support call is logged, an email will be sent to the customer confirming the commercial or technical support issue. The case will then be assigned to our sales or engineering team. The assigned will then inform the customer that they can now contact them directly and refer to the open case number. If a customer contacts an engineer without a case number or with a closed case number, they will be redirected to the support desk to properly log the call.

The assigned will then work with the customer in order to come up with a solution.

Solving problems sometimes requires looking at the customer's application files and going back and forth a few times before the problem is resolved. Therefore, some answers will take longer to resolve.

Please Note:

CTH covers all Product Support problems. However, anything outside general product support will be evaluated at a cost. This can include, but is not limited to, specific application or development work, operating systems, and 3rd party databases. A PO# will then be required to continue.

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