

NexWatch's technical support group is available to assist NexWatch dealers with issues they may encounter with NexWatch hardware and software during system installation. While telephone support cannot replace training on NexWatch's products, we can enhance our dealer's installation group's ability to properly install our systems. Although we may offer some limited Operating System (OS) and peripheral support (modem configuration, for example), our primary purpose is to support NexWatch products.

▶ Remote Telephone Support

During our normal business hours, we staff a telephone help desk. Trained technical support staff with many years of experience on not only NexWatch products, but also installation practices, third party products, etc. are available to assist our dealers. Calls from sites under warranty and/or software support agreements as well as calls from trained technicians are given priority support.

All telephone calls are logged in a call tracking database system. The technical support group regularly reviews all logged problems and discussions are held to analyze support trends and additional needs. In cases where a problem has not been appropriately resolved in a reasonable or agreed timeframe, additional discussions and trouble-shooting sessions are held to develop and implement the correct solution. Additionally, monitoring the requests provides a powerful tool for tracking trends and ensuring that appropriate staff and technology are accessible to callers.

Most support calls can be resolved quickly. Callers can reduce problem solution time, and ensure timely and accurate answers to their questions, by gathering as much information as possible prior to making the call and by following a few simple instructions.

When calling for support, our automated call distribution system will ask that you select a product type (hardware or software), operating system (Windows NT™, Unix/Linux™, etc.), specific NexWatch system and site number.

Trained technicians with NexWatch issued ID numbers should also input their ID. This allows us to automatically route the call to the appropriate internal group for support.

▶ On-Site Services

If a job site has developed a situation that proves too complex for the dealer to handle unassisted, a NexWatch field service engineer may be dispatched to the job site after being determined by NexWatch and the dealer that there is a need to do so. Billing will be at current rates for this service.

▶ Planned On-Site Commissioning

On-Site Commissioning (OSC) resources are available to visit an end-user site or dealer location. NexWatch can provide training, troubleshooting, diagnostics, consulting, advanced level programming, etc.

This service is designed to assist with the process of turning over a complete security management system project using NexWatch products. The service assumes that installation is essentially complete prior to an on-site visit by NexWatch.

Although we have specific tasks that are covered for each of the systems that NexWatch offers, we also offer the flexibility to cover items outside of our normal scope of services. This allows us to provide for the special needs of each individual end-user site and dealer.

A typical on-site commissioning is 3 to 6 days in length.

▶ Web-site Access – Installation Guides

Over the years we have compiled massive amounts of information about NexWatch hardware and software. Wiring diagrams, installation tips, frequently asked questions and known product issues as well as user manuals can be found at www.nexwatch.com.

If you have internet access, browse this information first. There's a good chance some or all of your questions can be answered quickly and easily. If you can't get connected, telephone support is available during our normal business hours.



Warranty Support Services

In addition, much of our product is directly integrated with third party products and operating systems, and much of the support we provide is actually common information about operating systems, communications, etc. Before calling us, please check these sites. Links to these third party vendors and NexWatch business partners are available on our website as well.

Electronic Mail

If your problem isn't urgent, consider sending an email message to help@nexwatch.com. You should receive an immediate automated response to the request. When you send email with a detailed description of your problem, our technical staff can research your problem before responding. If you would like a telephone response, be sure to include the number where you can be reached. Additionally, if a specific time is needed for support, an appointment may be requested in this manner and a confirmation will be made by the staff member who will be calling.

Modem Diagnostic Support

While many NexWatch systems are shipped with diagnostic modems, some systems require the dealer to supply the appropriate communication software and modem. Dial-up modems permit NexWatch's technical support group to remotely run diagnostics, update files and add features on NexWatch systems.

Software/Firmware Maintenance Releases

New releases or updates of the software, applicable user manuals, guides, technical and alert bulletins generally released by NexWatch to other licensees at no charge are supplied to systems under warranty. Discounts are available on system upgrades for systems under warranty.

Features of new software releases may require hardware upgrades of the processor, memory, hard drive, or other components for proper operation. NexWatch will specify all hardware requirements for new releases. It is the responsibility of the dealer to procure and install any required hardware upgrades at his own cost.

On-Site PC & Printer Support

All PC systems purchased from NexWatch include a one year on-site warranty for hardware related issues. NexWatch guarantees next business day on-site service for any problems brought to our attention prior to 3:00 PM CST. NexWatch and/or our vendor will be required to provide troubleshooting over the phone with the customer to determine the extent of the problem. A purchase order must be supplied to the NexWatch service representative during notification of the problem to ensure that any defective or unused repair parts are promptly returned to the vendor. In the event that the parts are not returned to the vendor, the customer will be billed for the unreturned items on the provided purchase order number. Any abuse of or power surges to the equipment voids the warranty.

Extended PC System Warranties

Additional maintenance agreements can be purchased to extend the warranty for our PC systems for one or two years beyond the initial one year warranty. Please contact your NexWatch sales representative for more information on these additional warranties.

Limited assistance on third party computer hardware and software (including operating environment) supplied by dealer is available from NexWatch on a time and material basis.

Return to Factory Service

NexWatch warrants its material and workmanship free from defects for a period of one (1) year from the date of original shipment to dealer. The warranty on terminals, printers, communications material and upgrade kits is ninety (90) days from the date of original shipment. Satisfaction of this warranty is limited to repair or replacement of material that is defective or becomes defective under normal use.

Defective warranty material must be returned to NexWatch's factory for repair or replacement. At NexWatch's discretion, the material will be repaired and returned or replaced within 5 business days. If defective warranty material is returned within ninety (90) days of original shipment, and is replaced, it will be replaced with new material. If defective warranty material is returned more than ninety (90) days after shipment, NexWatch, at its discretion, will replace with either new or repaired material.

Freight charges for warranty material are the responsibility of the dealer.

NexWatch's outstanding sales/customer service and technical support is second to none in the access control industry. An extensive network of services include toll-free technical support and customer service, interactive support online, web-based certification testing, direct classroom training, and customer on-site training.

MAIN OFFICE

47102 Mission Falls Court
Fremont, CA 94539
510 360 7800
510 360 7820 Fax
www.nexwatch.com

MIDWEST OFFICE

135 West Forest Hill Ave.
Oak Creek, WI 53154
414 766 1700

EUROPEAN OFFICE

Böblinger Straße 17
D-71101 Schönaich
Germany
49 7031 637 782
49 7031 637 769 Fax

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