MEYERTECH®

Customer Support

Support Made Simple

Say goodbye to contracts and hello to credits with our flexible, pay as you go support service.

No longer will you have to pay for support that you don't need. With our Support Credits you have the freedom to purchase the services you want at any time.

Simply open a Support Account by purchasing a Credit Pack on our website to get started.

Getting Started

01	02	03
Purchase a Credit Pack from our website.	Credits will be added to your new Support Account.	Contact our team to access support services.

Contact one of our engineers by phone on **0161 643 7956** or by email at **tech-support@meyertech.co.uk**.

Credit Packs

We have four different Credit Packs for you to choose from, each sized to suit the scale of support you need.
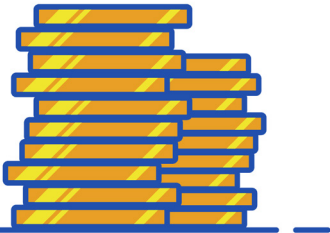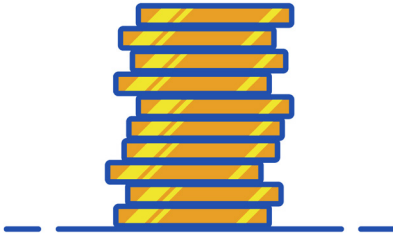
Starter Pack (25 Credits)
Our introductory pack suitable for first time customers.

Small Pack (50 Credits)
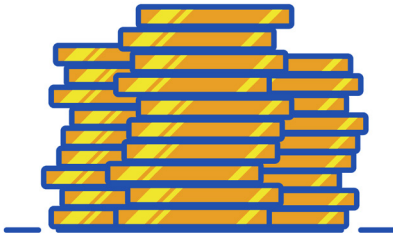Our small credit pack suitable for short term support.

Medium Pack (110 Credits)
Perfect for businesses that need regular support.

Large Pack (230 Credits)
Our best value pack. Ideal for continuous, long term support across multiple sites.

Support Services

Your newly purchased Support Credits can be used to access the services below. Meyertech support services are available between Monday to Friday (9am – 5pm).

Support Service	Description
Email	Receive email support. (Charged per Meyertech response).
Phone	Speak to one of our engineers.
VPN Intervention	Remote support via a secure connection.
RCA Case Report	Receive a Root-Cause-Analysis (RCA) case report.
Software Updates	Maintenance updates for your current version of Meyertech software.
Training Course Voucher	Purchase a place on one of our training courses.

Example Support Service Costs

Unsure which Credit Pack would be best for you? See our example credit charges below to help you choose.

Support Service	Example Duration	Credit Charge
Email	Fixed Charge Per Email	1.25
Phone	12-Minute Call	1.62
VPN Intervention	75-Minute Intervention	10.13
RCA Case Report	Fixed Charge Per Report	10.50
Software Updates	95-Minute Intervention	12.83
Training Course Voucher	Fixed Charge Per Product	15

Return Merchandise Authorisation (RMA)

If you have a Meyertech product that requires repair you can arrange for it to be fixed using our RMA service. Simply follow the steps below to access our service.

In Warranty Products

Step 1

Contact our support team to arrange your repair. Details can be found on our website **here**.

Step 2

Arrange for the damaged product to be sent to our Manchester office for assessment.

Step 3

Once we have received the damaged goods, we will perform an assessment and repair the product.

Step 4

Upon completion of the repair we will arrange for the product to be delivered back to you.

Out of Warranty Products

Step 1

Contact our support team to arrange your repair. Details can be found on our website **here**.

Step 2

Send a purchase order to us to cover the assessment fee. (Please do not send the product beforehand).

Step 3

Once we have received the purchase order, send the damaged product to our Manchester office.

Step 4

Upon receiving the damaged goods, we will perform an assessment and repair* the product.

Step 5

Upon completion of the repair we will arrange for the product to be delivered back to you.

All repairs carried out on Out of Warranty products are covered by a three month warranty period.

*There may be an additional cost if new parts are required for the repair.

A La Carte

For organisations that have specific support requirements, we offer bespoke contracts that cover a range of services outside of our pay as you go support model.

Our A La Carte service provides you with a fixed term - fixed price support agreement for a specific site, giving you complete peace of mind that your systems are always supported.

What's Included

Non-Stop Support

Get access to support 24/7. If your business never stops, neither will your support.

On-Site Support

Have one of our expert engineers provide dedicated on-site support at a time convenient for you.

Weekends & Holidays

Access support services anytime, including weekends and public holidays.

System Healthchecks

Receive Preventative Maintenance Healthchecks to ensure your system is always running smoothly.

Terms & Conditions

Unless explicitly stated below, Meyertech Conditions of Sale of Goods and Services apply. The terms of which can be found on our website **here**.

- Meyertech support services are not available on weekends and UK public holidays, unless specifically stated within an A La Carte contract.
- Support Credits have no monetary value and cannot be redeemed for any products or services other than those listed in this Meyertech support document.
- Support Credit purchases are non-refundable.
- Support Credits will expire four months after the purchase date. Further Credit Pack purchases will extend the expiry date accordingly.
- If your Support Account balance reaches 0 credits, access to support services will be withheld until you purchase a new Credit Pack.
- If you are a current member of the Meyertech Partner Programme your Support Credits will not expire.
- Current members of the Meyertech Partner Programme will earn Gratis Support Credits when purchasing qualifying hardware / software products manufactured by Meyertech.
- If Gratis Support Credits have been credited to your account they will expire in accordance with your current Credit Pack terms.

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