

# TECHNICAL SUPPORT POLICY

Because of the wide diversity of our products, the Mekatronix Technical Support Group has established the following policy in order to serve you better and more efficiently.

## Category 1 Questions

No *Technical Support Request Form* need be filled out.

These include inquiries about Mekatronix products, the proper operation of Mekatronix products, replacement parts and clarifications of Mekatronix manual instructions. Such questions will be answered without charge.

## Category 2 Questions

A *Technical Support Request Form* is required to obtain a response.

1. Startup difficulties and technical help on purchased Mekatronix products will be answered without charge for **90 days** after date of purchase.
2. All other assistance will be billed at \$25 each email query. An email query consists of the customer's initial questions, tech support's response to the questions and any continuation of the same question within reason. A Technical Support charge number is required for these type questions. Contact seller for purchasing Technical Support.

# MEKATRONIX EMAIL TECHNICAL SUPPORT REQUEST FORM

TECHNICAL SUPPORT CHARGE NUMBER (Required for Category 2.3) \_\_\_\_\_

PURCHASE INVOICE NUMBER (Required for Category 2 ) \_\_\_\_\_

DATE of PURCHASE (Required for Category 2) \_\_\_\_\_

DISTRIBUTOR ( Required for Category 2)

If you purchased the Mekatronix product from a Distributor, provide name?

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NAME & LOCATION OF SELLER

Where did you purchase, in a store? on the Net?

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NAME OF ROBOT PURCHASED

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SOFTWARE PRODUCTS PURCHASED

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MICROCONTROLLER/CIRCUIT BOARDS PURCHASED

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DESCRIBE YOUR PROBLEM CAREFULLY AND PRECISELY

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