

# TROUBLESHOOTING

# 9-1-1 REALITY SIMULATOR

## SOMETHING GOES WRONG

## WHAT WILL HAPPEN?

**Call us? 253.435.0911 PST M-Th  
0800-1400** Before calling go to your computer station.

**eMail?** Support@911trainer.com. We will answer promptly M-Th.

For phone support you must be at your station at the time of call so our staff can work with you to determine the problem. We will attempt a fix.

For email support provide verification you attempted TROUBLESHOOTING. State exact problem - and we will send more troubleshooting steps.

**In one year warranty time frame?**

If we cannot fix the station remotely with staff or IT, we will ship to and from for repair/replace ASAP - at no cost to you. We will provide specific shipping information for the stations.

**Out of one year warranty time?**

If we cannot fix the station remotely with office staff, we will send a quote for our **Remote IT Simulator Diagnostic** fee. Once this fee is paid, we will arrange a date/time for IT connection.

**If IT cannot phone diagnose or fix our out of warranty remotely?**

IT will submit a quote for costs to repair, replace the station(s) back to their original delivery functioning. Once paid - you will receive specific shipping information.

**How long will the repair take? Will the repair have a new warranty time period?**

Upon receiving the stations we will confirm the timeline for repair or replacement. IT will also provide a list of what happened to create the problems and what was done to repair/replace. Repair/replacement warranty is 60 days with average use.

**9-1-1 REALITY TRAINING STATION CALL 253.435.0911 FOR ASSISTANCE**

