

TROUBLESHOOTING

9-1-1 REALITY SIMULATOR

SOMETHING GOES WRONG	WHAT WILL HAPPEN?
<p>Call us? 253.435.0911 PST M-Th 0800-1400 Before calling go to your computer station.</p> <p>eMail? Support@911trainer.com. We will answer promptly M-Th.</p>	<p>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.</p> <p>For email support provide verification you attempted TROUBLESHOOTING. State exact problem - and we will send more troubleshooting steps.</p>
<p>In one year warranty time frame?</p>	<p>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 and cover shipping costs to and from. We do not have loaners for repair time, we do repair asap.</p>
<p>Out of one year warranty time with no extended warranty?</p>	<p>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.</p>
<p>If IT cannot phone diagnose or fix our out of warranty remotely?</p>	<p>IT will submit a quote for costs to repair, replace the station(s) back to their original delivery functioning. A times you must return the station to receive a quote, once paid repairs will begin.</p>
<p>How long will the repair take? Will the repair have a new warranty time period?</p>	<p>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 and cost. Repair/replacement warranty is 60 days after delivery with average use.</p>
<p>What do you need me to ship back and how should it be packaged. What if it's damaged in shipping?</p>	<p>Send back only the computer and power cord and router if there is one. Send in the original box. If you do not have the original box, wrap security in bubble wraps do not leave the cord plugged in. If damaged in shipping submit a claim to UPS.</p>

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

