

iSolved | Network

Hardware Maintenance Information

The Benefits of Your iSolved Hardware Maintenance



Does my extended service agreement mean that a failed clock will be replaced?

Yes, the extended service agreement (ESA) covers replacing failed clocks once troubleshooting determines that a replacement is necessary. However, please note that the ESA does not cover damage from natural acts or caused by the customer.



What is the turnaround time if a clock has to be replaced?

The standard shipping is FedEx three-day saver. We do offer expedited shipping for a nominal additional fee.



What happens if a clock gets damaged?

If your clock gets damaged, technicians will determine the extent of the damage. We'll provide you with the option of paying for the parts and labor to fix the damaged clock or purchase a new clock. As a reminder, damage caused by nature or the customer is not covered under the hardware ESA.



What is the process to facilitate a clock repair or replacement?

If you need a clock repair or replacement, contact us to report the clock issue and we will determine the best course of action based on the issue you're having.

RMA# Do we have to obtain a return merchandise authorization (RMA) number?

When necessary, an RMA number will be issued at the conclusion of appropriate troubleshooting and provided to you. The RMA number will need to be put on the box the original clock is shipped in to expedite the RMA process. Shipping charges to send the original clock in for repair is customer paid.