

Service Plans
Jan 2020



TLJ's commitment to aftersales care and quality control can only be described as 'game changing'. We believe our high standards and unrivalled commitment to customer service are a major factor in the decision our clients make when choosing TLJ, and recommending us to others.

We understand each customer has individual needs and varying aftersales requirements, which is why our offering includes:

- annual full site lock set battery change
- extended warranty
- emergency call outs
- repairs & replacements
- 24/7/365 HelpDesk support
- automated cloud backup
- remote dial-in assistance

.... and more.



Service Plans explained

A Service Plan from TLJ is not mandatory, but the value is very clear to see. From 24/7/365 remote support to annual on-site lock maintenance, we have your back.

Even without a Service Plan we won't leave you stranded: our online support request system provides unprioritised assistance, with a typical response time of between 3 and 5 working days.

Service Plan options:

Service	No plan	Prime plan	Premium plan
- Support Ticket assistance	✓	✓	✓
- 24/7 365 'Log a Call' phone support	✗	✓	✓
- Remote dial in assistance	✗	✓	✓
- Automated cloud back up	✗	✓	✓
- Extended hardware warranty*	✗	✗	✓
- Emergency call outs included**	✗	✗	✓
- Annual Full site lock set battery change	✗	✗	✓
- 15% Discount on key card re-orders	✗	✗	✓
- Upto 50% discount on peripherals	✗	✗	✓

* Specific hardware covered with extended warranty:

- Encoder
- Battery locks including mortise
- Software licence dongle
- Management pack

Please note, hard-wired access readers and peripherals are not covered under the extended warranty, but are discounted up to 50% if replacement is required.

Any faults deemed as a result of vandalism will not be covered. This is a return-to-base warranty, where all faulty items must be returned to TLJ for repair or replacement.

** All emergency call outs are at the discretion of TLJ; various diagnostic procedures must be performed before warranting a call out. In the case of a fault with a battery powered lock, the customer is responsible for carrying out repairs using spares from the 'First Aid' box we leave on site with every installation. Any faulty parts are then returned to TLJ for repair or replacement under warranty.

Breakdown

Support Ticket assistance



This handy online tool is to be found at www.TLJlimited.com/support. It allows you to submit details of the problem being encountered and relevant contact details so a TLJ engineer may contact you directly with assistance. This is prioritised for Prime and Premium Plan customers, those without any service plan still have access to the support ticket tool but should expect a 3 to 5 working day response time.

24/7/365 'Log a call' telephone support



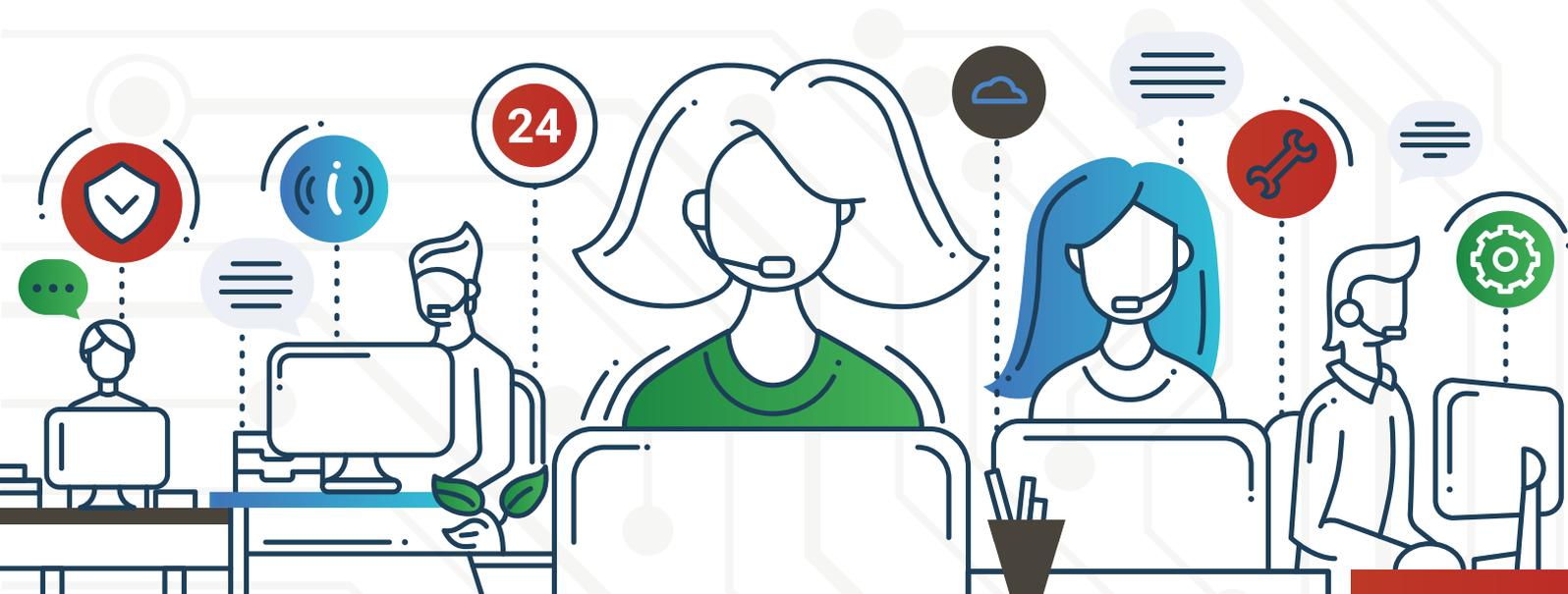
Every minute of every day, throughout the year, the TLJ HelpDesk is available to offer telephone support. We don't use call centres; our UK-based, in-house service team is made up of our own technical support staff. There is no limit to how many times you can call. This service is only available to Prime and Premium plan customers. Simply log a call by dialing 0044 (0)1482 420588.

Remote dial-in assistance

Via secure, remote login a TLJ support engineer can remotely access your PC(s) to offer assistance. It's like having a virtual tech adviser on site! Typical activities include making changes to the TLJ software settings or issuing program cards to calibrate door locks. This service is only available to Prime and Premium plan customers.

Automated cloud backup

At 9am daily, a copy of your TLJ software application and database is uploaded to the cloud. Our secure cloud storage service allows us to restore your database should a disaster occur. Without your database the TLJ application cannot function (even key cards cannot be issued), reinforcing the importance of the automated backup procedure. This service is only available to Prime and Premium Plan customers.



Extended hardware warranty

With the Premium Service Plan you will never incur costs for repairing battery powered locks, even if a full new lock is required (with the exception of vandalism damage). This includes replacement parts such as battery packs, mortises and circuit boards. Simply send the faulty unit back to TLJ and we will do the rest. The extended hardware warranty includes RFID encoders, management packs and license key 'dongles'. Even for items such as hard wired access readers, controllers or peripherals like exit buttons there's the benefit of 50% discount with a Premium Service Plan.

Emergency call outs included

There may be a time where telephone and remote dial in assistance is not enough, and the issue remains unsolved. For example, there may be a cabling issue with an access reader that cannot be cured without a site visit. In cases such as these, following a TLJ diagnostics process, an emergency call out can be arranged where a TLJ engineer will attend site to resolve the issue. The call out charge, normally £550+VAT, will be included as will any parts required under the extended hardware warranty terms.

Annual door lock battery change

A significant proportion of lock issues reported to the TLJ HelpDesk are low battery related. As such it is important to maintain your locks, and an element of that is ensuring its batteries have adequate capacity. TLJ remove this burden with an annual TLJ engineer site visit, where all batteries are changed in all lock sets. TLJ use their own brand of battery, as over the years we have obtained an in depth knowledge of the performance required from AA power cells to best operate an electronic door lock. Our bespoke, branded batteries are optimised for longevity and reliability in our locks.





● 15% discount on key cards

No limit on quantity, including custom printed design key cards. It also includes key fobs and wristbands.

● Up to 50% on replacement peripherals

Peripherals include items such as hard wired readers, exit buttons, magnetic locks and break glass units. These are not covered under the extended warranty but are discounted up to 50% if replacements are required. Please note this discount does not apply to new installations on additional doors.

what if ??

"It's Christmas Eve & the front desk encoder has broken!"

No plan

A support ticket will need to be completed online. A TLJ engineer will aim to get back to you within 3 to 5 working days.

Prime plan

Log a call with the 24/7/365 HelpDesk, a TLJ engineer will attempt to resolve the issue remotely. In the event of a fault, they will arrange a chargeable re-placement and assist on temporary measures.

Premium plan

As above with Prime Plan, except a replacement would not be chargeable, saving up to £500 depending on version.

A support ticket will need to be completed online. A TLJ engineer will aim to get back to you within 3 to 5 working days.

No plan

Log a call with the 24/7/365 HelpDesk, a TLJ engineer will attempt to resolve the issue remotely. In the event of a fault, they will arrange a chargeable re-placement and assist on temporary measures.

Prime plan

"The front door reader wont accept guest key cards, so it's being wedged open"

As above with Prime Plan, except once the TLJ diagnostics have been completed (requires some customer input) a free emergency call out will be arranged. Any parts will be discounted by up to 50%. Possible saving of over £1000.

Premium plan

"I have a suspected faulty battery lock, and we are full tonight"

No plan

A support ticket will need to be completed online. A TLJ engineer will aim to get back to you within 3 to 5 working days.

Prime plan

Log a call with the 24/7/365 HelpDesk, a TLJ engineer will attempt to resolve the issue remotely. In the event of a fault, they will arrange a chargeable re-placement and assist on temporary measures.

Premium plan

As above with Prime Plan, except a replacement would not be chargeable, saving upto £225 depending on model variant.

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