

## BULLETIN NUMBER GT562, 3 NOVEMBER 1992

# Hardware Support under Warranty

In the past, procedures for support of computer hardware bought from TIS Software and under warranty have been rather loose.

From Monday 16<sup>th</sup> November this responsibility will be taken over by the Software Support department at our city office.

The procedures for support will be identical to software support. Please use the existing support fax form and provide the following information:

Section 1      General Information:-

Please complete as you would for a software problem.

Section 2      Type of Fax:-

If you are reporting a problem for the first time please tick the "other" box and state that this is a hardware problem.

If you are providing additional information please tick the "hotline addition" box and state the log number.

Section 3      Details of user, computer and module:-

Please complete the user's serial number and name as you would for a software problem. Please ignore the question "is the site tailored".

Please ignore the "last zap run number applied" box.

Please state in the "module" box the piece of faulty hardware and the manufacturer ie. tape drive - Wangtec.

Please use the "version" box to quote the manufacturer's version number and serial number. The rest of section 3 should be completed as you would for a software problem.

Section 4      Problem details:-

Please start off by quoting the TIS Software Ltd invoice number relating to the faulty price of hardware; this **essential** piece of information allows us to check warranty details.

Please complete this section as you would for a software problem.

Section 5      Training information:-

Please ignore this section.

Please note:      For most "hardware" problems we will require configuration details. It would therefore improve resolution times if a CFPRINT is attached to the fax form.

These support procedures are only valid for hardware under warranty.