



Team 1 Systems, Inc. Warranty and Support Program

Our on-site warranty and support includes the following at no extra charge:

All parts, labor and travel expenses are inclusive. This is regardless of the original manufacturer's warranty, which is usually only 1 year. We warrant our systems on-site for the period of time purchased originally with the system, with options to extend the warranty.

All technicians employed by Team 1 Systems, Inc. are CompTia A+, CompTia Network+, Microsoft Certified Systems Engineer, Microsoft Certified Systems Administrator and/or Unix Master Advanced Certified Engineers. All on-site technicians are dispatched directly out of Pittsburgh. However, we do reserve the right to dispatch third party technicians to replace low level technical parts such as floppy drives, CD-ROM drives, tape drives, Etc.

Team 1 Systems, Inc. warranty is a GUARANTEED NEXT DAY ON-SITE FIX anywhere in the continental United States. We go anywhere we can reach via commercial airline and rental car. We stock the required parts for all the systems we have under warranty to insure their timely repair. ***Other hardware vendors limit service to specific metropolitan areas and state that service can be delayed because of parts shortages.***

Team 1 Systems, Inc. on-site technicians DO NOT just bring the diagnosed faulty component; they bring the complete set of replicated components from the original assembly log (hard drive, NIC, memory, motherboard, processor, power supply, etc.) everything but the chassis. The benefit to our customers is the system is fixed regardless of additional defective parts or issues while the technician is on-site. ***Other manufacturers diagnose hardware issues the same way we do but, they only overnight the defective part to a local third party technician who contacts the customer for service. If the service call requires more than just the replacement of that part the service request procedure starts over again.***

Our technicians complete the service call to your requirements, unlike, other manufacturer's *third party technicians who replace the faulty component and leave. They often don't reconfigure the operating system if needed, because they won't be reimbursed for their time by the manufacturer and often times they lack the knowledge and training to do so anyway.*

Our on-site technicians will complete the following if needed:

- Reconfigure and/or reinstall the operating system.
- Reload the application and your customer's data from their back-up source.
- Restore your customer's specific custom settings.
- Return the server and workstations to available on the network.
- Install patches and drivers for the operating system if necessary.
- Contact your software support staff for approval of the service call.

For partners who purchase multiple systems yearly we provide unlimited telephone support 7x24 throughout the 3 year warranty period. ***Other hardware manufacturers charge for this service on a per incident basis or include this in an expensive initial fee.***