

autoSCRIBETM Support

autoSCRIBETM comes complete with after sales support including:

- 5 year replacement warranty
- 5 year guaranteed Windows compatibility
- bug free software
- 1800 CARLOG help line
- PC training
- accredited installer network

Pre Installation and Removal

autoSCRIBETM wiring connections can be created prior to installation of a vehicle unit into a car, as the wiring is designed to be completely safe when not connected to a vehicle unit. This design also ensures that removal and/or transfer of autoSCRIBETM units can be completed by non technical staff without breaching warranty conditions. Again this will minimise costs and logistics issues for these operations.

The benefits of autoSCRIBETM wiring design are:

- Wiring can be pre-installed prior to sending vehicles to remote and regional areas;
- Non technical staff can remove autoSCRIBETM vehicle units saving time, cost and inconvenience.

Fair Operation Warranty

All autoSCRIBETM vehicle units and receiver units come with a 12 months replacement warranty as standard. The warranty can be extended for up to five years at time of purchase for an annual fee per unit. Installations must be completed by an autoSCRIBETM certified installer for warranty claims to be accepted. The warranty ensures that a replacement vehicle unit or receiver unit will be supplied at no cost and in a guaranteed time to the original location site. If a replacement vehicle unit fails, we will send a certified installer with another replacement at no cost to complete a wiring check. The warranty covers fair operation, i.e. all intended usage in normal car operating environments. Temperature extremes, humidity, dust and vibration common to all cars are all protected under the warranty. Liquid splash, partial or full immersion, physical impact, car accident, fire, off road use, and deliberate damage are not fair operation. In addition to the warranty on physical product, a warranty on software is also offered as part of the support package below.

Support

The following support services are included in our annual licence and support fees:

- Unlimited access to our autoSCRIBETM help line 1800 CARLOG (1800 227564);
- Free version upgrades within 90 days of any new MS Windows or MS Office release;
- Free service pack releases for autoSCRIBETM FBT modules;
- 7 day bug fix guarantee for autoSCRIBETM FBT modules;
- Free driver training seminars every year;
- Free admin/train-the-trainer seminars in the first year;
- Support for prior versions of autoSCRIBETM FBT modules for 12 months after replacement by upgrades.

The minimum term for a licence is three years. This means that there is an automatic three year support package included in this offer. In addition clients may choose to extend the support package for a five year term.