

CORIDIAN TECHNICAL SUPPORT AND SERVICE REPAIR PROCEDURE

The following information outlines how to contact Coridian for:

- **Technical Support**
- **Depot or Onsite Equipment Repair**

Contact Information for Technical Support and Repair Requests

Coridian Technical Support Department: **952-227-9130**

Email: tech@coridian.com

Technical Support Instructions:

1. For **Technical Support**, call the technical support number or email using the contact information listed above. Please have the following information available before calling or listed in body of the email:
 - a. Model number
 - b. Serial number
 - c. Description of problem or issue
 - d. Note: If equipment is not under contract with Coridian, you may be limited to **10 minutes** of technical support before being asked for a payment method.
2. A case will be created for all technical support calls or emails. This case will remain open until the issue is resolved.
3. Once your issue has been resolved the case will be closed.
4. If your issue cannot be resolved, you may choose to have your equipment repaired using one of the following procedures.

Equipment Repair Instructions:

Depot Service Repair Request

Depot service is performed at Coridian Technologies, Inc. or one of our partner facilities.

Call or Email Instructions

1. To request a service repair, call the technical support line or email with the following information:
 - a. Model number
 - b. Serial number
 - c. Description of problem or issue
 - d. Purchase Order or credit card for repair if not under contract
 - e. Customer contact information including, contact person, phone number, email address, and return shipping address
2. Coridian will give you an estimate of cost and estimate of repair time. If this equipment is under contract, a payment method will not be needed.
3. A Service Request will be created for repair tracking and a Return Authorization Number (RMA) will be given along with shipping directions and address.
4. Once the equipment is received, the repair process will begin.
 - a. The repair estimate may change after being evaluated by a Coridian Technician. In this case the technician will provide an updated repair estimate before proceeding with the repair.
5. The repair will be completed, and the equipment will be shipped to the return address.
6. At that time, you will be billed for the repair.

Onsite Service Repair Request:

Onsite service is performed onsite at the location of equipment.

Call or Email Instructions

1. To place a call for onsite service repair you can call the technical support line or email with the following information:
 - a. Model number
 - b. Serial number
 - c. Description of problem or issue
 - d. Purchase Order or credit card for repair if not under contract
 - e. Customer contact information including, contact person, phone number, email address, and address of equipment.
2. Coridian will give you an estimate of cost and estimate of repair time. If this equipment is under contract a payment method will not be needed.
 - a. Coridian has a 2-hour onsite service minimum and charges for travel to and from customer location. Travel is included in the 2-hour minimum.
3. A Service Request will be created for repair tracking and billing purposes.
4. A Coridian Service Technician will call to schedule the onsite service appointment.
 - a. Please note that a service technician will not come onsite without a contact verifying they are available when service technician arrives. Customer will be billed for any time spent waiting for contact and return travel if contact is not available.
5. The technician will repair the equipment.
 - a. The repair estimate may change after being evaluated by a Coridian Technician. In this case the technician will provide an updated estimate before proceeding with the repair.
 - b. If additional parts are needed and are not in the technician's immediate inventory, an estimate of time for return repair will be given.
6. Once the repair is complete the technician will test the equipment and you will be billed for the repair.