

# HOW WE'LL SUPPORT YOU WHEN ALL IS SAID + DONE.

Here's the thing, we loved helping you develop something incredible and we'd like to continue our partnership by helping you keep it that way. Technology changes all the time, and since that's one of the areas we focus on at DI, we can help you stay on top of those changes and save you time + money while providing you peace of mind.

That said, sometimes technology has a mind of it's own. With a service agreement we can PROMPTLY remote to your installation, assess the issue and work toward a solution.

Technical problems can be related to a number of things:



Critical software updates



Weather conditions causing power or internet issues



Accidental breaks and user error

These are things that are out of your control, however through a bit of communication and remote access, most of these issues can be resolved quickly.

Your manufacturer's warranty does cover the parts and replacement for a certain period of time, however if there's any kind of mechanical failure, that's when our Service Agreements begin.

## A SERVICE AGREEMENT PROVIDES YOU WITH:



24/7/365 support contact



Remote access to quickly determine a solution



Technicians who will follow through until the issue is fully resolved



Onsite checkups to make sure things are working properly

## DI TECHNOLOGY SUPPORT

Let us know if you have any questions. [support@dimin.com](mailto:support@dimin.com) | P 913.744.2111

