



# Mobility Services

## Hot Swap Product Replacement

**Hot Swap Product Replacement is an efficient means of managing products needing repair that minimizes the high cost of device and employee downtime.**

### Ordering Criteria

Initial units for the Customer's Hot Swap Product Replacement Pool must be purchased at the time of product purchase. As necessary, additional units may be purchased at a later date.

- Minimum quantity of 5% of user's unit population
- The customer's pool of Hot Spare Units will be stored at Compsee's Facility in North Carolina
- Contact Compsee Customer Service for product eligibility
- Compsee Gold Mobility Triage Support Required
- A Manufacturer's Maintenance Contract is Required
- Customer's Freight Account Number (UPS/FedEx) for unit shipping purposes is required
  - Overnight to User
  - Ground back to Compsee

### Service Criteria

- For calls received after 2:00 pm (EST), the unit may be shipped the following business day.
- Available Call Time: 7:00 am to 10:00 pm (EST)
- Available Call Days: Monday through Friday
- Excluded Coverage Days: National Holidays
  - January 1<sup>st</sup>                      The observance of Labor Day
  - The observance of Memorial Day      Thanksgiving Day
  - July 4<sup>th</sup>                              Christmas Day

### Notes:

#### Replacement Batteries and Accessories

If a unit is returned without all required parts (i.e. battery, stylus, etc.), the customer will be billed for replacement parts.\*

#### Outdated Battery

If a battery received at the Compsee facility is determined by Compsee Technical Services Representatives to be past its useful date, it will be replaced. The customer will be billed for a replacement battery.\*

#### \* Replacement Billing

Upon replacement, accessories such as batteries or a stylus will be individually billed to the customer. Customers may choose to set up a specific time or dollar limited Replacement Purchase Order with Compsee Customer Service to cover these items.

### End User Procedure:

#### Initial Call to the supplied 800 number

Triage – The user will be asked a series of questions that will determine whether the malfunction is hardware, software or user based. Once the determination is made that the unit needs replacement, the user will be asked for the following information:

Serial #

Ship to Address

The user will be instructed on the return procedures

#### Receipt of New Unit

The user packs the unit for repair into the box that the swapped unit arrived in.

The user will need to include any Battery and Stylus Accessories.

The user affixes the supplied Return Label and ships the unit back to Compsee.



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