



## *Communication – Solutions – Integration*

Neat support

### **Advanced Hardware Replacement**

Neat support has a follow the sun model meaning there will always be a technical engineer available to provide support 24/7. Tickets can be raised by email directly to Neat at [support@neat.no](mailto:support@neat.no) or following the Zoom or Microsoft support process.

All Neat devices will come attached with 12 months of Advanced Hardware Replacement meaning a new device will be available if the hardware is deemed faulty by the Neat support team. There is the option to extend to the following options:

- +1yearr (totalling 2yrs),
- + 2years (totalling 3yrs),
- +4years (totalling 5yrs)

A replacement is initiated via a support ticket where the initial triage takes place, and the replacement is authorised after troubleshooting. Typical down load of log is required along with questions asked within the troubleshooting are below

- Details of the nature of the problem and what troubleshooting steps have been taken so far
- Photos/videos showing the hardware fault, such as a recording of a video or audio
- Calls could be requested to test and replicate the faulty behaviour
- Simple checks, such as replacing a suspect cable, reboot/factory reset the device(s), trying a different TV monitor or Network connection
- Serial number of the Neat device
- Proof of purchase and extended warranty (if purchased)
- Ensure that no modifications or improper use has been made to void warranty, as described in the warranty statement in <https://neat.no/warranty-statement/>

The advantage with Advanced Hardware Replacement is that Neat will send out the replacement product before the faulty unit is returned allowing for a faster resolution time. The faulty device is collected by Neat at our cost.

**Offices in Gold Coast | Sydney | Brisbane| Melbourne | Canberra | Adelaide| Perth**