



Warranty and Support Service

Customer Live Support Service

Our customer service agents have been trained for service-mind skill and technical skill to ensure that they can offer highest customer satisfaction. They will support via e-mail, telephone or remote-desktop service with clearly investigation, problem-solving, and solution recommendation, also re-curing problem protection. These services are unlimited times of access.

- Phone Call, Chat, E-mail through customer service agents
- Service time is 8 hours/day, on Monday – Friday (except company holiday), during 8:30am - 5:30am (break 12:30pm – 13:30pm)
- Hotline Number is 02-272-3600
- E-mail responding within 4 hours (business day).

Product Warranty

General Terms & Conditions

1. Your unit and components contained therein are fully warranted against defective material and manufacturing faults under our product warranty guide from the date of purchase
2. To obtain warranty protection, notice of the alleged defects must be given promptly upon discovery and the warranty card or tax invoice / receipt must be presented with dated proof of purchase
3. Warranty covers labor and parts fee.
4. Control-A reserves the right to charge a service fee for out of warranty repair / service of any nature and shall not be deemed liable if the conditions are not met
5. Provide Replacement Unit if the Suprema claimed product require to return to Control-A Repair Center until product already repair and restore installation restore to customer site.

6. Service Area

Area	Onsite Service	Remote/ E-mail/Phone	Replacement Unit
A1 Bangkok Patumthani nonthaburi Samutsakorn Samutprakarn Nakhonprathom-Only "02" prefix phone number	Within 24 hrs. (Business Day)	Within 24 hrs. (Business Day)	Provide with installation
A2 Samutsongkam Petchaburi Ratchaburi Nakhonprathom Chachoengsao Chonburi Rayong Prachinburi Nakhonnayok Ayudhya Saraburi	Within 48 hrs. (Business Day)	Within 24 hrs. (Business Day)	Provide with installation
A3 Other provinces	Case by case or dedicated to local dealer	Within 24 hrs. (Business Day)	The replacement unit will be delivered to customer via mailing service within 72 hrs. (business day) after Control-A receive returned fixing unit

Remark:

- Service level response start after the incident was informed to Control-A Customer Service Center
- Our customer service representative will consider the necessary solution if onsite service is required or provide alternative solutions.

7. Warranty Period

Plan	Suprema Fingerprint Module	Hardware	Accessories *	Rate
Standard	3 years	1 year	1 year	Included
<i>3-Year Extended</i>	<i>3 years</i>	<i>3 years</i>	<i>1 years</i>	<i>3,790 / unit</i>
<i>4-Year Extended</i>	<i>4 years</i>	<i>4 years</i>	<i>1 years</i>	<i>15% of unit price**</i>
<i>5-Year Extended</i>	<i>5 years</i>	<i>5 years</i>	<i>1 years</i>	<i>20% of unit price</i>

* Accessories cover Magnetic Lock, Switch, Break Glass, and other security components installed with Suprema Product only, but LAN Cable, Electric Cable, Signal Cable or Network components are excluded.

** Unit Price is each model List Price ,before discount.

The following are NOT covered this warranty

- Defects & damage arising from improper testing, operation, demonstration, maintenance, installation, adjustment or any alteration or modification of any kind
- Damage resulting from accidents, misuse, abuse, alteration, tampering or failure of the purchaser to follow normal operating procedures outlined in the user's manual
- Defects or damage due to spillage of food / liquids or wrong usage of electrical supply & voltage
- Damage, losses, defects or malfunction as a result of fire, flood or other Acts of God
- Scratches & damage to the outer surface areas and externally exposed parts that are due to normal customer use
- Claims for damaged / missing parts after 7 days from the date of purchase
- If any part or parts of the unit are replaced with a part or parts not supplied or approved by us or the unit has been dismantled or repaired by any person other than a Control-A authorized technician.
- Any equipment / product which has its serial number removed or made illegible / tampered or If the warranty card is being altered, defaced or erased in any manner whatsoever

The Latest Software Update

Customer can upgrade new version of software with free-of-charge and the new version shall replace previous defects, new feature add-on, and other improvement

Extend Warranty Period

1. If customer desire to extend warranty service, the notification is required within 30 days after end of warranty period
2. Control-A reserve rights to denied extended warranty if warranty period discrete.

Service Condition if Warranty Expired

1. Phone and e-mail service still provides for general inquiry
2. In case of on-site service requested, Control-A will charge 1,500 Baht/incident and charge travelling fee or/and accommodation fee (if any) for service area is outside **A1**
3. Any labor and parts fee will be informed to customer in advanced
4. There is no replacement devices service, except customer pay extra-charge for 15% of unit price*** (additional charge from service in article 2.)

*** Unit Price is each model List Price ,before discount.



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