

Support Policy

Support Policy

Zoom DS technicians will always provide training with purchase and installation. Our systems are designed to be easy to use and built to last, however, we understand that it can be confusing at first, and issues might occur. That is why we offer a **2 week grace period of free phone and remote support!** After the grace period, we offer various aftersales support options.



ZDS Basic Tech Support

The majority of issues can be resolved in a short time by with a quick chat with a ZDS technician or allowing a technician to connect remotely to your Manager/Client PC.

Email support – Free response within 2 business days

Phone and Remote support - \$50 per 30 minutes

ZDS Professional Onsite Tech Support

There may be instances when you need our technicians to come to you, whether it be for replacing damaged panels, or a troubleshooting issue you can't wrap your head around. No worries! Whether you are local in San Francisco, or across the nation in New York, we got you! For our onsite tech support, prices vary by the zone the site is located.

Zones:

Zone A – SF Bay Area - \$100 per hour (first hour counts as 1.5 hours)

Zone B – California, Nevada, Arizona, Oregon, Washington, Utah

\$500 per day (8 hour max) + \$250 travelling day + travel expenses (cash value)

Zone C – Areas not covered in Zones A and B

\$500 per day (8 hour max) + \$250 travelling day (x2) + travel expenses (cash value)

Prepaid On-Demand Support

We offer a discount for purchasing tech support hours in advance; for every 10 hours purchased, we will give you two bonus hours! These hours do not expire and you can request phone or remote support to fit your schedule.

Custom Support Contract - Monthly plans

We can create a support package that fits your needs whether it be unlimited phone and remote support to one onsite maintenance per month, let us know what you would like for us to do. Price varies with a minimum of 1 year contract.

	Free Support	Basic Support	Onsite Support	Prepaid Plan	Custom Plan
Coverage	• Email Support	• Phone Support • Remote Support	• ZDS technician travels to customer location to provide direct support.	• Email Support • Phone Support • Remote Support • Onsite Tech Support	• Email Support • Phone Support • Remote Support • Onsite Tech Support
Terms	Contact support@zoomds.us to get a ticket number and a customer support technician will followup with a response within 2 business days.	\$50 per 30 minutes (in 30 minutes increments there after).	Price Varies by Zone Zone A: \$100 per hour (first hour counts as 1.5 hours) Zone B: \$500 per day + \$250 travelling day + travel expenses Zone C: \$500 per day +\$250 travelling day (x2) + travel expenses	• Discounted support plan, for every 10 hours purchased, 2 bonus hours provided. • Hours do not expire	• Monthly plan with varying prices depending on type and amount of support desired. • Minimum 1 year contract

* Prices and terms are subject to change without notice, please contact support@zoomds.us for additional information.