

# Support that works for you



## Maintenance and Support Agreements for Survey Solutions

### Hardware Maintenance

To keep your products running in optimum condition, Position Partners offers comprehensive product maintenance agreements. With unique benefits such as a guaranteed buy-back or trade-in on your hardware after three years, extended warranty and complimentary accessories replacements, maintenance agreements protect your investment and keep you productive.

### Company Support - Powered by Tokara Link

To support your employees, Position Partners offers company-wide support for your business to ensure everyone is getting the most from your systems. Our nationwide team of experts is on-hand to help, over the phone, in person or remotely using our unique Tokara telematics service.



**tokara**  
Link

Tokara Link enables Position Partners' technicians to connect directly to your survey hardware to provide fast, hassle-free remote support and remote firmware updates. Tokara Link gives you help on hand when you need it.

**1300 867 266**

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Partners

*Shaping New Dimensions*



# Product maintenance

Keep your GNSS, total station and field controller working in optimum condition with a product maintenance agreement. With extended warranty and a guaranteed buy-back or trade-in price for three years, our maintenance agreements give you peace of mind that your investment is protected and return is maximised.

## **MAINTENANCE AGREEMENTS ARE OFFERED PER UNIT AND INCLUDE:**



Guaranteed buy-back or trade-in for 3 years



Priority scheduled servicing - 5 working day turnaround



Data & Settings storage during repairs

**NO  
CHARGE**

No charge for hire equipment during warranty repairs or scheduled services

**2 WEEKS**

Capped charge for hire equipment during at-fault repairs



Annual service with firmware update



Extended hardware warranty



Free replacement consumables e.g. batteries, screen protectors





# company support

Our support agreements give you peace of mind that help is on hand when you need it. Our nationwide team of support experts ensures your employees get the most from your equipment, keeping everyone working as productively and efficiently as possible.

## Powered by Tokara Link

Tokara Link is developed locally to suit the evolving needs of our customers. It offers remote connection to your field controllers for live, on-screen support wherever you're working.



## SUPPORT AGREEMENTS COVER ALL EMPLOYEES USING THE EQUIPMENT



Tokara Link phone, email & live on-screen support

### VIP

Priority response for support requests



Remote basic surveyor training



10% loyalty discount for Campus training & survey accessories



Annual support summary report



Pay-as-you-go services included at no extra cost

# Pay as you go support services

If you choose not to sign a support plan with us, these services will be charged as required on a case by case basis.

| BENEFIT PROVIDED  | Included in support agreement |
|---|-------------------------------|
| Upload projection & geoids  | •                             |
| Set up of RTK network login (excludes network subscription)               | •                             |
| Program radio frequencies and configure radios                            | •                             |
| 3D design conversion to correct format (no manipulation)                  | •                             |
| GNSS static support (best practice, setup and download)                   | •                             |
| Multi-brand configuration - connecting to 3rd party GNSS & total stations | •                             |
| Instrument software setup - GNSS, robotic total stations                  | •                             |
| Update firmware and software  | •                             |
| Software licence retrieval or change to new data collector                | •                             |
| Bluetooth & connectivity  | •                             |

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