

Support that works for you



Support Agreements for machine systems

To ensure that your Topcon 3D machine control equipment is always performing at its best, the Partnering Services team at Position Partners is here to support you. Our highly trained specialist technicians are committed to providing the highest quality of service and support, with Tokara Link support centres dedicated to ensuring requests are quickly actioned to maximise your machine uptime.

Powered by Tokara Link



tokara
Link

Tokara Link is developed locally to suit the evolving needs of our customers in the Australian earthmoving and civil construction industry. In addition to providing the essential connection to GPS networks for your machines, Tokara Link also enables Position Partners' technicians to connect directly to your machine control system via a small telemetry link to provide fast, hassle-free remote support.

Tokara Link puts a virtual technician by your operator's side.

1300 867 266

info@positionpartners.com.au

www.positionpartners.com.au

AUSTRALIA • NEW ZEALAND • SOUTH EAST ASIA

Position
Partners

Shaping New Dimensions

Basic support



Basic support provides a range of services along with the flexibility to pay-as-you-go for additional extras that you may not need on a regular basis.

monthly
or
annual
payment options

PACKAGE INCLUDES:



Annual Tokara Link hosting & data



Tokara Link phone & email support



Remote update of software and firmware

NO CHARGE

No charge for hire equipment during warranty repairs

2 WEEKS

Capped charge for hire equipment during standard repairs

Pay-as-you-go remote services

Program radio frequencies & configure radios to site	Localisation conversions to correct format
Setup RTK network login (excludes network subs.)	Upload of machine calibration file
Upload of Topcon design files from consultant/surveyor	Reset site files in control box or GPS NVRAM reset
Upload of Topcon design files from site manager	Remote basic operator instruction (untrained operators)
3D design conversion to correct format (no manipulation)	Annual machine inspection (1hr travel inc, flights & accommodation not included)
Tokara web portal subscription	Localisation setup using predefined projection or local coordinates
Annual support summary report (on request)	

Plus support



Plus support provides a comprehensive range of services with all pay-as-you-go extras included. You get priority response for your support requests, an annual machine inspection, plus more!

monthly
or
annual
payment options

PACKAGE INCLUDES:



Annual Tokara Link
hosting & data



Tokara Link phone &
email support



Tokara web portal
subscription

**NO
CHARGE**

No charge for hire
equipment during
warranty repairs

1 WEEK

Capped charge for
hire equipment during
standard repairs



Annual support
summary report
on request



Annual machine
inspection#



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

Support Agreement comparison

BENEFIT PROVIDED	BASIC SUPPORT	PLUS SUPPORT
Telematics hosting + Internet Data Usage	•	•
Tokara Link phone + email support	•	•
Tokara Web Portal subscription		•
No charge hire for warranty repair*	•	•
Capped hire charge during standard repairs*	2 weeks	1 week
Annual support summary report (on request)		•
Priority response		•
Annual machine inspection [#]		•
Remote software + firmware updates	•	•
Program radio frequencies & configure radios to site		•
Setup RTK network login (excludes network subscription)		•
Upload of Topcon design files from consultant/surveyor		•
Upload of Topcon design files from site manager		•
3D design conversion to correct format (no manipulation)		•
Localisation conversions to correct format		•
Upload of machine calibration file		•
Reset Site files in control box or GPS NVRAM reset		•
Remote basic operator instruction (untrained operators)		•

***Standard hire charges apply after repaired equipment is returned**

Includes first hour of travel. Excludes airfare and accommodation

1300 867 266

info@positionpartners.com.au

www.positionpartners.com.au

AUSTRALIA • NEW ZEALAND • SOUTH EAST ASIA



Shaping New Dimensions