



Technical Customer Service (TCS)

INTRODUCTION

Dear Customer, with the aim of offering a **qualified and organized assistance service**, we inform you that, since February 2019, technical assistance interventions are carried out exclusively according to the operational procedures described below.

SINTESY guarantees that the staff employed in the **Technical Customer Service (TCS)** is highly qualified and has detailed knowledge of the devices and systems produced, thus guiding you towards an effective resolution of existing problems.

To make the TCS service even more effective, especially for products certified as "**Medical Devices**", we suggest you to attend the **Product Specialist Qualification** courses regularly held by our SINTESY.education division.

DESCRIPTION OF SERVICE

Q1. When to contact the Technical Customer Service?

A. Whenever a **fault or a malfunction** is encountered on a product or system purchased, you can contact the SINTESY Technical Customer Service.

Q2. How to contact the Technical Customer Service?

A. SINTESY provides a dedicated page on its website <http://support.sintesy.it> in which to enter the basic information in order to receive the desired assistance, through the management of a **#Ticket#**.

On the web page you must insert:

- 1) the customer references (e.g. name, email, telephone),
- 2) the product references specifying the serial number (e.g. S100 SN/1502000321), or the system references (e.g. cryobank code STS01234),
- 3) the problem encountered with all the details available

The TCS, as soon as receives the notification, it will assign a **#Ticket#** number that will be used to track all the assistance activity. Only for customers who have underwritten the **prepaid assistance contract**, it is also possible to send the same information described above, via the dedicated email support@sintesy.it



Q3. Is it possible to request product documentation from TCS?

A. For all products in the catalog, it is recommended to access the website **www.sintesy.it** from which you can download the most up-to-date documentation; in particular:

- 1) Leaflets / brochures
- 2) Installation, use and maintenance manuals

As alternative, contact you Sales Team at **sales@sintesy.it** who can also send you specific information regarding:

- 3) Application notes
- 4) Products not in the catalog, such as specific projects for cryobanks, automation or supervision systems, environmental gas detection systems, etc.

The TCS will not be activated for this type of request.

Q4. How to and how long time to serve the request?

A. For customers who have underwritten a **prepaid assistance contract**, a reply is guaranteed within 2 working days and no additional cost is requested as it is already included in the contractual conditions accepted with the order.

For customers who have not underwritten any contract, the service is not guaranteed.

The TCS specialists possibly will set up “on-site” appointments with you to analyze the fault conditions you have reported. On-site assistance is not guaranteed unless previously agreed.

Q5. What is an emergency and what to do in an emergency condition ?

A. It is important to share the definition of the term **emergency** in our work context. SINTESY means a fault condition that jeopardizes:

- 1) The safety of personnel (e.g. using O2 / CO2 detectors)
- 2) The safety of biological samples (e.g. cryobanks / biobanks)
- 3) The security of electronic data (e.g. traceability systems)

Only in these three cases, you can contact the TCS specialists by telephone at the following numbers:



+39 0236797052 (dialing 3)



+39 3497928155 (with Whatsapp and Skype)

The TCS staff, as soon as receives the notification, assigns a #Ticket# number that will be used to track all the assistance activity. Where, for any reason, it is not possible to contact a TCS specialist at that time, it is recommended to use the dedicated email **support@sintesy.it**



Q6. How long time to serve an Emergency request?

A. For customers who have underwritten a **prepaid assistance contract**, a prompt reply is guaranteed and no additional cost is requested as it is already included in the contractual conditions.

For customers who have not underwritten any contract, an answer is given consistent with the commitments already made by the TCS (customers with a regular contract have the highest priority). The consultancy dedicated to solving the problem will be billed to the final balance, applying the standard conditions described in the Price List.

Q7. What are the methods and techniques used?

A. Once the #Ticket# is assigned, the TCS staff interacts with your technicians via email, chat, telephone, internet, depending on the most favorable conditions for an effective resolution of the problem.

For supervision and automation systems (SINTESY.eagle.cryo / gas / lab / easy) we recommend to setup a remote connection in advance via our Ubiquity service or VPN connection (our Sales Team can clarify the advantages of Ubiquity compared to other solutions).

Remote assistance often requires the presence on site of your **Product Specialist** to perform operations that cannot be performed from SINTESY's premises. If a previously trained **Product Specialist** is not present on site, the activity provided by TCS may be of limited effectiveness.

SINTESY does not assume any responsibility for technicians who operate on live equipment without having the appropriate suitability prescribed by law or industry standards (Work safety law, CEI 11-27). They should refrain from operating due to the dangers related to electrocution.

Q8. Is the TCS a 24/7 service?

A. No, the service is guaranteed every weekday from Monday to Friday from 08:00 to 12:00 and from 13:30 to 17:30. The service is suspended during the closing period of the company, usually three weeks in August and one week in December; SINTESY provides written notice indicating the exact dates.

Where there are particular needs of the customer, it is possible to keep the assistance service active during the closing period, asking to the sales team a specific request of offer.

This table shows the public holidays in Italy:

Date	Public holiday
1 January	New Year's Day
6 January	Epiphany
<i>A Sunday in spring</i>	Easter
<i>Monday after Easter</i>	Easter Monday
25 April	Liberation Day
1 May	International Workers' Day
2 June	Republic Day
15 August	Ferragosto/Assumption Day
1 November	All Saints' Day
8 December	Immaculate Conception
25 December	Christmas Day
26 December	Saint Stephen's Day



Q9. Is it possible to request on-site assistance?

A. Where it is not possible to solve the problem remotely, depending on the situation encountered, an intervention at the plant, that must be clearly requested and authorized, can be agreed with the Customer. Regarding the hourly costs, expenses and reimbursements, the standard rates of the price list will be applied unless the Customer has already activated a **prepaid assistance contract**; in that case the extraordinary maintenance intervention will benefit from a special **15% discount** on hourly rates of the Product Specialists. The modalities of the intervention are evaluated on a case-by-case basis.

Q10. How does the prepaid assistance contract work?

A. The customer purchases a "total number of hours" for a specific plant, or a total of hours for general technical assistance on the products in the catalog. In the event that the Customer finds a **technical problem** on a product or on a system, contact the TCS in the manner described above obtaining the resolution of the problem.

The eventual charge of the intervention always follows the following rules:

- a) If the problem arises from a Sintesy design error, the number of hours is not used.
- b) If the problem arises from a defect in a component under warranty, the number of hours is not used.
- c) In all other cases, the number of hours is used.
- d) SINTESY prepares and sends the **ARP** report (**Assistance RePort**) which describes in detail the technical reasons and the times used both in cases a), b) and c) so that the Customer can keep track of all the interventions covered by the contract.

Q11. When the prepaid assistance contract can be activated and when it expires?

A. It is possible to activate the assistance contract at any time of year and, considering that its natural expiration date is 31 December of the same year of activation, it should be renewed for the following year. The minimum value of the total prepaid hours is 8 hours.

Q12. How to activate the prepaid assistance contract asap ?

A. To learn more about this service, which is very useful in helping your **Product Specialists** to solve any technical problems, contact your Sales Team now (sales@sintesy.it).