



# Expedited Test System Support

(outside warranty period)

- **Upgrading your PC or Operating System (OS)?**
- **Having issues with ATS equipment or software?**
- **Need a copy of the original test software?**  
(additional fees apply)
- **Need assistance integrating ATS products with other equipment?**
- **Is your equipment acting strangely or not at all?**
- **Need help with calibration or system verification?**

If so, contact us to schedule support with our technical staff.

### **This expedited service includes:**

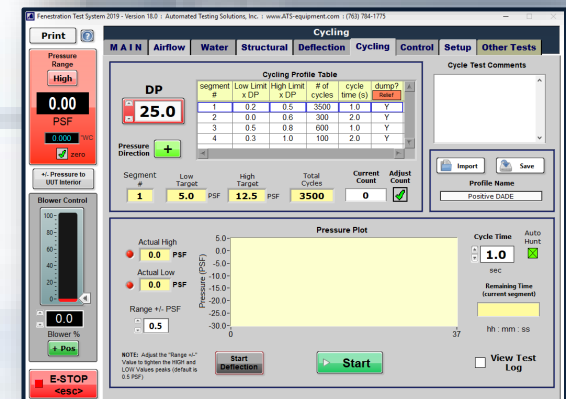
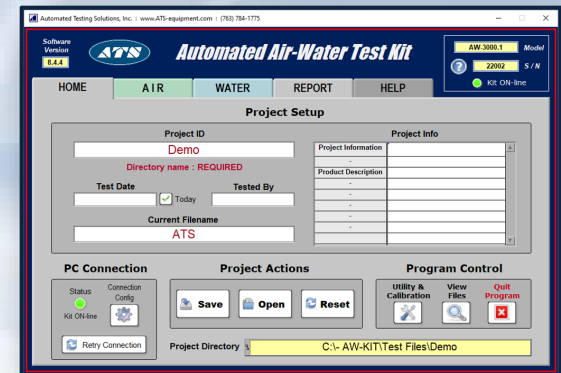
- **One-on-One** : Initial phone and email communications identify issues and determines a game plan
- **Remote Support\*** : On-line remote troubleshooting session conducted with our staff
- **Fast Results** : Staff will diagnose and remedy issues as quickly as possible

\* ATS uses a service for remote connections to the test computer. Company firewalls may block remote access. In this case, the customer must provide this connection.

**This support is billed at \$175 / hr - 1 hour minimum**

Note: Support requiring more than 1 hour will be billed in 15 minute increments

To initiate support: <https://ats-equipment.myshopify.com/collections/service/>



Website : [www.ATS-equipment.com](http://www.ATS-equipment.com)

Phone : [763.784.1775 x101](tel:763.784.1775)

Email : [info@ATS-equipment.com](mailto:info@ATS-equipment.com)

