



On-site Warranty

Insite Technology has contracted what we believe to be the most experienced and reputable after-sales engineers to provide you with an on-site hardware warranty service for any hardware component failure on the computer base unit. This excludes all items external to the case except monitors, mice and keyboards as specified below.

On-site warranty can be purchased for 1 or 3 years maximum and must be specified at purchase time of a new iTec personal computer or server and is available only in the North & South Islands of New Zealand.

What's included

Any component supplied by Insite Technology at the time of order, which is on our standard pricelist and not otherwise excluded.

Mice and keyboard product will be sent direct to the end user (or dealer on request) for swap-out replacement, with documentation supplied for return of the faulty unit.

In the event of the operating system needing re-installation, this will be carried out so as to prepare the system for application loading and running. It will not be configured in any special manner. The service engineer is not responsible for loading and configuring application software and data, but may optionally undertake this on payment of a fee, if time allows.

What's not included

- Parts which have not been supplied by Insite Technology or were supplied on a parts-only basis
- Firmware and/or BIOS upgrades (except during a parts replacement call-out)
- Non-standard parts which have been specifically requested at time of order or is otherwise excluded from our standard RTB warranty
- Loading or configuration of software (other than an Insite-supplied operating system)
- Restores from tape backup

Other options which are not covered include items such as printers, modems, external tape drives, zip drives, cables, etc which are covered by their respective manufacturers' warranties.

Monitors - Philips monitors come bundled with a service agreement from Philips Ltd and **3 year on-site warranty** (provided the repair is within 25km of a service centre). To obtain support on a Philips monitor, please call 0800 477 999, have the model type and serial number ready. Monitors are always taken away for diagnosis and repair. Unless you request one at the time of placing the call, a loan monitor will not be supplied.

You may also like to consider taking out a maintenance plan with your Dealer to cover non-warranty items such as software reloads.

On-site service - callout procedures

If any fault occurs to your system and you suspect a hardware failure please contact the person who sold you the on-site support contract in the first instance with the serial number of your computer (shown on the rear). Your dealer will confirm your contact information and recommend some basic hardware checks to help determine if a hardware failure has occurred or if some other factor is causing your problem such as software applications, drivers, etc. Other first line diagnostics undertaken by you will help streamline service requests. Please do not open the system unit unless authorised to do so and agree that there will be no cost liability against the service agreement.

On confirmation by your dealer of a suspected hardware failure your dealer will log a service request with Insite Technology who will arrange for a service engineer to attend within the terms of the service level you have purchased. Insite may choose to also send replacement parts either directly to site or to the engineer attending.

Parts are normally made available within 24 hours where Insite Technology or the relevant supplier holds them in stock. We will use our best endeavours to locate the same or equivalent part as quickly as possible if it is not ex-stock.

What do we mean by 'Next Business Day'?

Next Business Day (NBD) is defined as having an engineer on site the next working day (between the hours of 09:00hrs and 17:00hrs Monday to Friday). If your call is placed late in the day (after 15:00hrs) then we will use our best endeavours to get an engineer to you on the same day, but this may not always be possible.

Please note: response time is not the same as fix time. If your issue requires extra parts or items we (or our suppliers) do not usually hold in stock, it may take longer to fully resolve.

Geographical exclusions

On-site support may be extended to two business days where the item is more than 50km from one of the service centres listed below.

Philips on-site service only provides service within a 25km range of a Next Service Centre. Outside of this area, you will need to return the monitor to the closest service centre for repair. You can ask where this is when you phone the Philips toll-free Support Number.

List of current coverage

North Island: Whangarei, Auckland, Hamilton, Tauranga, Rotorua, Gisborne, Hastings, Palmerston North, New Plymouth, Wellington

South Island: Nelson, Christchurch, Dunedin (& Timaru), Greymouth, Invercargill

Please refer to the Insite Technology Terms and Conditions of Warranty document for specific details relating to the hardware warranty of computer components purchased.

You are responsible for making good backups of your data.

We strongly urge you to make and check your backups regularly. Insite is not responsible for loss of data howsoever caused