

Technical Support

30-Day Getting Started Configuration Assistance

Dove provides telephone technical support, installation and configuration advice on Dove Assembled products, external peripherals, factory-installed operating systems and software for the first 30 days after invoice.

On-line and Email Technical Support

[Http://support.dovecomputers.com](http://support.dovecomputers.com) Dove's support site is free to all Dove customers providing personalised support and answers to technical queries 24x7. The site can be used to email our technical team.

Telephone Technical Support

Telephone based technical support, advice and general technical information related to Dove manufactured products is provided during local business hours. Telephone numbers are located in your troubleshooting guide (supplied in hardcopy, on the hard disk or on-line).

Before contacting Dove, please have the following information available - model number, serial number, date of purchase, description of the problem and any error codes.

Maintenance Service

Collect and Return

Collect, repair and return service Dove will endeavour to collect, repair and return customers' systems within 6 business days, provided a Dove support technician agrees and accepts a system fault call more than one hour before the end of local business hours.

Same Business Day 8-Hour On-site Response

Available 12 hours a day, 5 days per week. Dove will endeavour to provide an on-site engineer within four hours of the customer's call, provided a Dove support technician agrees and accepts a system fault call between 09.00 hours and 16.00 local hours during local business days.

System Cover

- System support/service begins from the date of invoice
- Service is pursuant to a service contract with a third-party provider and will be provided whilst the system is covered under a valid Dove service plan
- Service covers labour and the repair or replacement of parts in the main system unit, monitor, keyboard, mouse, docking station (if applicable),

Dove Projector and specified third party products supplied as part of Dove 's factory integration service

- Support and service are not provided outside local working hours, weekends or on public holidays unless the product is covered by a support or service plan that specifies otherwise
- Services may not be available in certain locations
- Dove has a policy of conducting phone or internet troubleshooting to determine if service is appropriate
- All response times listed above are estimates and may vary according to part and engineer availability or the remoteness or accessibility of product location
- Dove internal and external peripherals (including storage systems without a unique identifier), add-ons and repaired/replacement parts assume the same level of service as the main system they are attached to or 1 year - whichever is greater.
- Peripherals (such as monitor, keyboard, projector) and customer replaceable units may be delivered by courier for customer installation
- Parts not critical to product function (e.g.: hinges, doors, cosmetic features, frames) may not be serviced within the service response time period
- Technical support includes installation of service packs, components, supplements, updates and patches for specifically covered factory installed operating systems
- Service includes restoration of the available operating system as factory shipped

What is not covered by the system support and service plan:

- Racks, switches and routers attached to the system
- Consumables and accessories such as media, carry cases and notebook batteries all of which are subject to a non-upgradeable 1 year warranty
- Items supplied by Dove's Software and Peripherals division or a third party - these items are covered by the manufacturer or licensor warranty unless otherwise specified
- Monitors purchased separately to the system. These are supplied with a manufacturer's 3 year warranty.
- Customer software applications and data
- Post-installation support on operating systems
- BIOS/Firmware upgrades
- Preventative maintenance
- Backup, restoration and transfer of applications and data
- Unnecessary work in Dove's assessment

In addition to those items specified in Dove's Terms and Conditions of Sale, Dove Service does not cover damage caused by:

- Use of components or software not supplied by Dove
- Changes to configuration

- Relocation or transportation
- Servicing not authorised by Dove
- Usage not in accordance with product instructions
- Failure to perform required preventative maintenance
- Unreasonable or excessive use
- Accidental or malicious damage
- Environmental conditions
- Act of God, fire, flood, act of violence or any similar occurrence
- Transfer of data or software
- Viruses or spyware

Dove reserves the right to make an additional charge, in accordance with its standard scale of charges for any service work or visits undertaken by Dove and made at the request of the customer that are outside of the scope of the applicable service plan.

Customers Obligations

In order to enable Dove to carry out its support obligations the customer should:

- Provide Dove with full, safe and prompt access to the products
- Provide a technically competent person with knowledge of the system and fault to be present throughout the repair
- Ensure the system is in an easily accessible location with adequate space, health and safety conditions
- Make available to Dove, free of charge, all facilities and services reasonably required by Dove to enable Dove properly to provide the Services.
- Provide such telecommunication facilities as are reasonably required by Dove for the performance of its obligations and for any other testing, diagnostic and remedial purposes at the customer's expense.
- Keep full security copies of any software and data in accordance with best computing practice and in any case before requesting Services from Dove.
- Acknowledge that they are responsible for recovering their own application software after any such Services have been provided.
- Inform Dove of any system relocations