

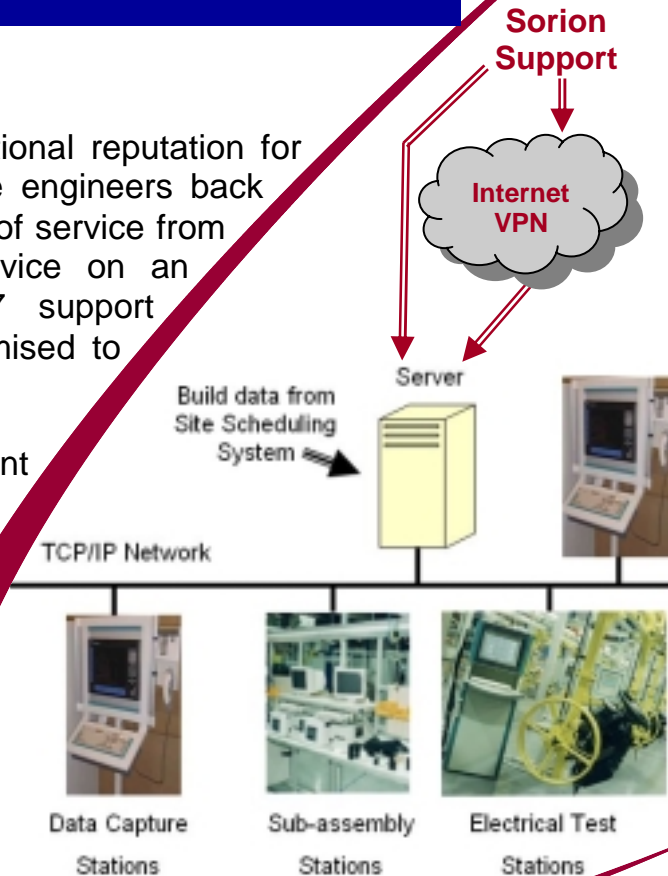


CUSTOMER SERVICE AND SUPPORT

Sorion's equipment has an exceptional reputation for reliability and our extremely responsive engineers back this reputation. **Sorion** offer various levels of service from preventive maintenance contracts, field service on an as-needed basis to comprehensive 24 x 7 support contracts. **Sorion** can also offer training, customised to meet your specific requirements.

We are dedicated to giving our customers excellent service. Our Help Desk is manned during normal business hours by our support engineers. It is their goal to give you the support you need, as quickly as possible.

The areas of expertise available include electrical / electronics hardware, systems and application software.



REMOTE ACCESS

Sorion offers a range of services that can provide our customers with 24 hour, 7 day per week, access to emergency assistance.

Remote access network links (modem, leased line and VPN) can be setup and supported to provide a greater level of support at reduced costs (reducing the need for expensive dedicated site engineers). **Sorion** has experience of working with major international companies and the solution can be tailored to fit in with your company security requirements.

The response time to a call is significantly reduced. In most cases the process or system fault can be corrected rapidly and production re-started with minimum downtime, saving you time and enhancing profitability.



CUSTOMER SERVICE AND SUPPORT

Prior to contacting **Sorion** support you can help us in providing the highest level of service by ensuring that you have the following information to hand;

1. Your name, Company and Location
2. Contact phone number
3. Equipment type and station / serial number
4. Description of the problem in as much detail as possible
5. Details of steps taken to attempt to rectify the problem

Sorion Electronics require a purchase order number prior to responding to your request for service, support or spare parts. If an after-hours request for service is required and a Purchase Order cannot be obtained, **Sorion** will require the signature of a supervisor or Plant Manager who is authorised to sanction such work. In addition, we request the name and phone number of the contact who will provide **Sorion** with a Purchase Order for services supplied by the following day.

The **Sorion** website is being developed to contain Extranet information for our customers, including; manuals, preventative maintenance and trouble-shooting information.

On most occasions, we can have a support engineer anywhere in England within 24 hours.



TEST SYSTEMS



BATCH ASSEMBLY



RUGGEDISED CONNECTORS

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