



Hardware Support

- 1 We provide a **24/7** manned service so you can contact us whenever a hardware issue arises.
- 2 You'll be put directly through to one of our highly experienced and knowledgeable help desk engineers who will conduct a diagnostic **assessment** straight away.
- 3 We have engineers who are ready to be dispatched and a full inventory of parts located across **21 FSLs** that are strategically positioned to major roads and networks.
- 4 This means our engineers are able to achieve a **4 hour fix time** and can often bring the parts with them from our central warehouse.
- 5 Customers are then provided with a full **report** highlighting any current or environmental system issues, and recommendations for further action if necessary.

