

# MODEL 8910 Per-Incident Support



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## **DESCRIPTION:**

HSE's Model 8910 Per-Incident Support provides advice and technical assistance for a nominal fee. It is designed to meet the needs of individual third party service providers in their commercial servicing of HSE equipment owned by others. Per-Incident Support is extended to direct customers, resellers and representatives for products both in and out of warranty without charge.

An incident is defined as a question relating to a specific, discrete issue and may involve several interactions with HSE's Technical Support prior to resolution. Separate support incidents must be purchased for assistance with multiple support issues. By purchasing a 3 or 5 Incident Pack, third party commercial providers can take advantage of a built-in discount, as they contact HSE's Technical Support for three or five independent technical issues for the specified product line.

Before purchasing or utilizing Per-Incident Support, HSE highly recommends that service technicians refer to or purchase product manuals, resources that may lead directly to the answers needed.

Per-Incident Support can only be purchased during normal business hours (8am to 5pm PST). Please refer to the ordering guide below. Also note that Per-Incident Support does not cover repair costs. In the event a hardware repair or replacement is required, charges for work performed may be billed separately.

Per-Incident Support is valid for one year from the date of purchase and is non-refundable. An incident cannot be 'credited back' or refunded once support has been requested even if the issue was resolved without help from our technicians (for example: finding the answer in the product documentation or on your own).

## **ORDERING GUIDE:**

Model 8910-00. . . . .	Individual Per-Incident Support
Model 8910-03. . . . .	3-Pack of Incident Support
Model 8910-05. . . . .	5-Pack of Incident Support
Product Manuals . . . . .	Varies by Product

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*Environmental Monitoring Solutions*

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