



High Performance Computing Specialists

Support Procedures

These support procedures detail the necessary steps to help you initiate support on your system from VA Technologies.

Before contacting VA Technologies Technical Support, please have the following available:

- The Supported Product's Serial Number.
- A description of the problem and any troubleshooting steps taken prior to calling Technical Support.
- The case ticket number if one has already been assigned through prior contact with VA Technologies Service Staff.
- The current version of the operating system along with all available updates unless otherwise agreed with VA Technologies Service Staff.
- Physical access to the Supported Product during the troubleshooting process.

VA Technologies uses a self-service online ticket system to keep track of all issues relating to our systems. In the first instance, you should raise a support ticket via the following address:

www.va-technologies.com/support/

The VA Technologies Engineer will verify the service level and any expiration of services for the Supported Products.

- When requested, the Customer should identify error messages received and when they occur.
- The Customer should be prepared to share with the VA Technologies Engineer any steps that have already been attempted to resolve the issue prior to contacting Technical Support.
- VA Technologies may ask that the Customer open the product case, remove hardware, manipulate software or perform other diagnostic activities. Failure to assist in or allow remote diagnosis may result in a service fee for onsite diagnostic services.
- If the Customer does not wish to, or is not able to perform the initial basic phone-based troubleshooting steps with the VA Technologies Engineer, the Customer will be offered the option to purchase a visit from a VA Technologies engineer do a pre diagnosis onsite visit. This is chargeable at £75.00 per hour.
- If the product is outside its applicable hardware warranty term, there may be a fee for diagnosis and remedy.

Please note that you may have additional support agreements from our software partners that require further steps and procedures to obtain support on your product. This is in addition to the hardware support provided by VA Technologies.

Support Contact Information

Please find the Technical Support contact information listed below. Technical Support is available between Monday to Friday 9:00 to 5:30pm unless otherwise agreed in writing by VA Technologies. Support Level descriptions are located in the VA Technologies Hardware Maintenance Contract and your support level confirmation document.

Support Telephone Number: +44 (0)1462 857199

Support Email Address: support@va-technologies.com

Online Support Ticketing System: www.va-technologies.com/support/

Any change in contact details is subject to terms described in our Hardware Maintenance Contract.

Third Party Service Provider Information

To maintain a customers applicable service response level, VA Technologies reserves the right to appoint a third party service provider to represent and carry out maintenance and repairs to the customers supported products on behalf of VA Technologies.

The third party service provider will only attend to the supported products at the locations defined by the Hardware Maintenance Contract Address Confirmation letter and shall not be directed to an alternative location without prior authorisation from VA Technologies.

The following companies is authorised by VA Technologies to provide On Site Hardware Maintenance:

After Hours Computers Ltd Trading As VA Technologies Unit 23 Henlow Camp Trading Estate Henlow Bedfordshire SG16 6DS United Kingdom	Comms-Care Spring Farm Business Centre Moss Lane Minshull Vernon Crewe Cheshire CW1 4RJ United Kingdom	RepairServ Estuary House Swords Business Park Swords Co. Dublin Ireland
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