

# IMPORTANT INFORMATION regarding HARDWARE SUPPORT & WARRANTIES

Shortcuts Software is the world's premier developer of point of sale software for salons and spas with over 10000 sites world-wide. To provide a complete IT solution we also supply and install computer hardware and peripherals, and provide training and IT support to our clients. Our supplied equipment and software come from quality branded manufacturers such as Lenovo, Epson, Datalogic and Brother. We have trained, in-house technical staff that pre-configuration all new equipment before installation. All software (purchased through us) including Shortcuts is pre-loaded onto your computer for you.

All equipment is supplied with a manufacturer's warranty. The length and the scope of the warranties vary on different components and we have summarised these below.

*Note: Warranties cover defects with materials or workmanship under normal use during the warranty period.*



*it suits you*

## Equipment warranty summary

### Lenovo s500Z



Standard manufacturer included warranty - 1 year parts & labour onsite on PC.

Shortcuts will provide an extended 3 year warranty on the Lenovo All-in-one PC purchased from us. Please call our help desk for all warranty calls. Depending on the nature of your call and the problem you are experiencing, we will either provide you with the Lenovo call centre number or assist you with solving your problems ourselves.

Please note: The warranty does not cover any problems with software or the Windows operating system (i.e. Windows 10 Professional), misuse (e.g. spilling water, physical damage), electrical, power surges or lightning issues, floods, viruses, spyware and the like.

### Thermal docket printer



2 year back to base warranty. Please call Shortcuts Helpdesk on **1300 66 73 74** for all warranty calls. Receipt printer rolls can be purchased from Shortcuts Business Development Team **1300 66 43 50** please allow up to 5 working days for delivery.

### Laser jet printer



1 year back to base warranty. Please note: The warranty is void if printer failure or damage is attributable to the use of a non-manufacturer brand or refilled toner cartridge. Replacement toner cartridges can be purchased from Shortcuts. Please contact Shortcuts Helpdesk on **1300 66 73 74**.

### Barcode scanner



Warranty terms vary from product to product most scanners have a 2 year warranty, please contact Shortcuts Helpdesk on **1300 66 73 74**.

### PC activated cash drawer



1 year back to base warranty. Please contact Shortcuts Helpdesk on **1300 66 73 74**.

### Other components:

Varies but usually a minimum of 1 year. Check with us if you are not sure.

# Technical Support

Shortcuts technical support is available by phoning the Shortcuts Help Desk on **1300 66 73 74**. Helpdesk operating hours are 24 hours a day 7 days a week, however the Australian helpdesk is manned between the hours of 8am – 6pm Monday to Friday, Thursdays are 10am – 6pm (Queensland Time). Outside of these hours our phones may be answered by a support technician from either our US or UK support team. Hardware supplied in other regions does differ greatly and therefore our overseas Support staff may not be able to assist you with your hardware support calls. It is therefore recommended that you call for hardware support during the Australian Helpdesk operating times.

**Please note:** Phone support is not designed for training, but to quickly resolve issues that may occur.

## Hardware

Support available for hardware equipment supplied by Shortcuts:

- We can provide other IT technical support if required. Our technicians are available at a call-out fee of \$45 and an hourly rate of \$120.00 plus travel and accommodation to attend to any computer matter that you may have; business or personal.\*

The rates quoted above are current at the time of this publication and may be varied at the discretion of Shortcuts Software. All travel and accommodation will be charged based on the actual travel costs incurred by the technician to attend to the call. These rates are only applicable during the business hours of 08:00am to 05:00pm Monday to Friday.

## Viruses

It is important that your computer is protected by suitable virus protection software such as AVG, Norton Anti-Virus, McAfee, or eTrust etc. This is your responsibility. If your computer is infected with a virus, any costs incurred to correct the problem will be your responsibility.

## Backup of your data

All computer hardware components can experience failure from time to time. Your computers' hard disk drive stores all your data including your Shortcuts database. Should the hard drive fail, it's quite possible that the data cannot be recovered from the hard drive. It is vital that you perform daily backups only a USB key. The USB keys used should be alternated and taken off site in case of theft or fire. We strongly recommend that you sign up for our online backup feature "BackMEUp" which performs daily and incremental backup to an off site server via the internet.

Note: The above information is correct at the time of printing (March 2016) pictures are for illustration purpose only.

## Leaving your computer on for online booking

Your computer should be left on overnight to allow your customers to make online bookings. However, you may like to apply a screen saver to the monitor so that the light is not emanating from the screen overnight. A screen saver can be applied by right clicking on the desktop and going to personalise.

## Windows Updates

Microsoft regularly releases updates to the computer operating system via the Internet. Many of these windows updates require you to restart your computer so that they can be applied. We recommend that you restart your computer at least once a week in order to apply windows updates.

## Issues with Microsoft Software

Support for Microsoft products is available via their web site at **www.microsoft.com**. Telephone support is available by phoning **13 20 58**. Please note that charges may apply.

Occasionally Microsoft software or your Windows operating system may become corrupted for no apparent reason and may not work properly. The only solution may be to uninstall and reformat the PC and reinstall the operating system and all other programs (including Shortcuts). No warranty from Microsoft, Lenovo or Shortcuts will cover this cost.

You can do this yourself, however we strongly recommend that you get a qualified computer technician to do this. The whole process could take up to 4 hours. Our trained technicians can provide this service. Charges will apply at a call-out rate of \$45 and an hourly rate of \$120 plus travel charges.