Client Support

Standard Care

Standard support is always available after the new POD warranty expires, without any mandatory ongoing fees. Such support includes providing manuals, video tutorials and individual POD system information as well as assistance with basic troubleshooting. Our team will help Clients to troubleshoot their POD by providing step by step written guides, videos and consultation. Any assistance beyond basic troubleshooting will require Client to ship their POD back to our shop for extensive troubleshooting and repair.

Cost for extensive troubleshooting and repair is $350 per POD, which includes shipping back to client. Shipping to shop, replacement parts and any extensive labor is not included. Client will receive revised estimate for approval prior to any additional work being done.

With Standard Care, Clients can contact us via email, phone or website with their request or issue. Our team will strive to respond by the next day and no later than 2 business days.

Extended Care

If the POD is under the new POD warranty, "Extended Care" support applies. Extended Care includes same day response, remote assistance to help Client troubleshoot their POD, loaner troubleshooting kits (shipped to Client to help with Client's onsite troubleshooting), monthly POD checkup, and free round trip shipping once a year for a POD that has to be shipped to our shop for extensive troubleshooting and repair.

Extensive troubleshooting to diagnose issue(s) is included. Replacement parts and labor is not included. Client will receive revised estimate for approval prior to any additional work being done.

With Extended Care, Clients can contact us via email, phone or website with their request or issue. Our team will respond within 2 hours and no later than the same business day.

Extended Care is available for PODs that are not under warranty.

Available Term: Two (2) Years with option to renew each consecutive year after initial term.

   Price: $150 per POD per year [$300 per POD for initial 2 year term]

Satellite PODs: $100 per POD per year [$200 per Satellite POD for initial 2 year term]