

# SERVICE BULLETIN



## GTI-EC Provision of Telephone and Remote Services

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Distribution Regions: UK Only

Product Relevance: EC only

For use by: Consultants, Distributors, Contractors and End Users.

This Bulletin outlines the procedure for the supply of Telephone or Remote services provided by Bailoy for a GTI-EC System.

### Pre-Service

#### General

1. An Authorised Site Representative (ASR) must pre-book a telephone or remote service with Bailoy. This can be done by telephone, email or by completing an order form which we can send to you. Alternatively, you can download an order form from the service section of our web site
2. We aim to provide remote services within 1 business day of the request
  - a. During peak times priority is given to GTI Support Agreement subscribers
3. Once a service request has been received, a service order conformation will be sent by email which must be signed and returned to Bailoy prior to the service day
4. If ordering a remote service, the ASR should check the GTI-EC Tablet has a stable internet connection
  - a. Contact Bailoy immediately if no connection is available as we may be able to offer alternative solutions

#### Database Adjustment Service. S9 GTI-REM-DAA

1. If ordering this service, the ASR should submit the database changes required on Bailoy data amendment form **TF006** along with the order conformation

### Day of Service

We try to keep the client's interaction to a minimum but there are certain aspects of any telephone or remote service that will require the ASR to be available to perform and monitor some operations, or to initiate and complete some processes.

1. The ASR must be on site at the agreed time to allow for any remote access into the GTI-EC Tablet.
  - a. If the ASR is not available at the agreed time we will endeavour to carry out the service but reserve the right to arrange an alternative time and date
2. If we are making changes to the GTI-EC database, our Technician will always take a backup copy prior to making any changes.
  - a. This allows us to restore the original database in case of any issues such as incorrect information, power or internet dropouts.

## Post-Service

1. Once the service has been completed, we will send a copy of our Service Work Order. This outlines what we did during the service along with any outstanding works required or system recommendations.
  - a. This should be signed and returned by email at the earliest opportunity.
2. If any of the changes made during the remote service do not give the desired result or any additional issues arise, the ASR must contact us immediately. We will then access the GTI-EC Tablet at a mutually agreed time to view the diagnostic log book to discuss or remedy any errors found.

### Further Reading:

[Product Brochure GTI-PB-016](#)

[Document PSI027](#)

Full terms and conditions for the provision of products and services are available on request or can be downloaded from the resources section of our web site.