

## Datataker Technical Support Charter

Updated Oct 2008

The purpose of this charter is to provide our customers with a clear understanding of what they can expect in terms of service performance and support from Datataker. Most importantly, this charter contains further information on our ongoing commitment to further improve service quality as a premium data acquisition product provider.

Customer feedback is an integral part of the process of ongoing development and improvement. Datataker values customer feedback and encourages all customers to actively engage in communicating their suggestions, concerns and positive feedback. If we fail to meet your expectations in any way or you would like to share your *dataTaker* experience, we welcome the opportunity to hear from you.

Datataker strives to provide the best data logging and measurement solutions. Part of that commitment is to provide our customers with the necessary support to make best use of the *dataTaker* range of products.

Like any data logger, the *dataTaker* range of products require configuration and setup before recording data. This can be quite simple or complex depending on your application.

Datataker provides a limited free support service on current *dataTaker* products.

Steps to take to when requiring Technical Support for *dataTaker* products:-

1. Most types of support problems have arisen before. These are likely to be documented on the Datataker website under the FAQ section [www.datataker.com/wiki/index.php?title=DataTaker\\_FAQs](http://www.datataker.com/wiki/index.php?title=DataTaker_FAQs)
2. Video Training Tutorials are also available from the website or the Resource CD shipped with our data loggers and other products.  
Visit here for the online video tutorials.  
<http://www.datataker.com/training/Training%20Video%20Tutorial.htm>
3. If the problem is unable to be solved from either the FAQ databases or training videos please contact your local distributor or Datataker office.  
[www.datataker.com/distributor/index.html](http://www.datataker.com/distributor/index.html)

Technical support is available by email, telephone or fax.

Please specify as much information as possible about your application. This would include model type, firmware running (e.g. V6.04), sensor types and configuration, method used in communication to logger; software and a description of technical issues or symptoms.

What technical support is provided free by email, telephone or fax only:-

- Hardware and software performance issues directly related to the data logger.
- Guidance with the connection of various sensor types. These issues sometimes will require the customer to supply us with an example of the particular sensor. This work may be published on our web site as assistance to all customers. If a customer wishes the work not to be published OR they are not able to supply a sample then this work may be charged at the standard technical hourly rate.
- Programming and structure advice of Datataker code.
- Guidance with the creation of applications.

**Biolab (Aust) Pty Ltd trading as Datataker – 5 Caribbean Drive, Scoresby, Victoria 3179, Australia**

**Tel: +61 3 9757 4477 Fax: +61 3 9753 3483**

**Email: [sales@datataker.com.au](mailto:sales@datataker.com.au) Web: [www.datataker.com.au](http://www.datataker.com.au)**

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What technical support is NOT provided free :-

- On-site technical support. Customers requiring on-site support should contact a Datataker office or your local distributor to obtain a quotation.
- Development of full *dataTaker* data logger application code or host software configuration. Contact our office or your local distributor for a quotation.

How to contact our support service:-

- Telephone response 9am – 5pm Phone no: 613 9757 4477
- Return support call within 24hrs (Mon – Fri)
- Email or fax response within two working days [support@datataker.com.au](mailto:support@datataker.com.au) or Fax:613 9753 3483

Please note:-

- The nature of the response from the Support Team will depend on the complexity of the problem. It may be necessary to provide a workaround or an interim solution pending a permanent resolution.
- On occasion you may be advised that the problem can only be resolved in a future upgrade or release, this is beyond the control of the Support Team.

### Quality Assurance

Quality Assurance is a vital part of Datataker's service operations and customer interaction. To ensure our continued improvement in the provision of services and support, we have identified the following performance objectives:

- Complete compliance with Privacy regulations with all customer correspondence
- Ongoing training for all current staff to ensure Datataker's quality assurance standards are understood and applied.

Datataker operates under the control of a quality management system meeting the requirements of ISO 9001:2000.

If you have any comments to make about the Quality of Service received, please contact:

Quality Manager Tel: 613 9757 4477 or  
email [sales@datataker.com.au](mailto:sales@datataker.com.au) Attention: Quality Manager

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