



With MajorFacts you can make Major Decisions...

Technical Support & Installation

Installation

Prior to installing the hardware to the vehicle the information on the equipment driver's, auxiliaries etc will need to be collected from the operator of the equipment.

This information is then entered into a spreadsheet, which will be supplied by MajorFacts.



Installation will take place on site and will take approximately 2 hrs to fit to the equipment.

When the equipment has been fully installed the engineer will contact the software support team who will then upload the vehicle and driver information.

The system is then live and ready for use

One of our own fully trained engineers or by equipment suppliers' own engineers can carry out installation. We can supply training to train existing equipment engineers on how to fit the hardware.

Technical support

Each piece of equipment has its own electronic serial number that can be seen on the web site. It also has a serial number on the unit identifying the hardware. These numbers are recognisable to our service desk that can help with any software technical support that is required.

In the unlikely event that the hardware itself should fail we will send you a replacement unit. The old unit will then need to be unplugged and removed and the new one installed. The engineer carrying out the change will then need to contact the service desk

with the new units identification numbers and the information from the old unit will be transferred to the unit electronically. We aim to be able to do this in 24 hrs from when the original unit first fails.

The hardware comes with one year's warranty so if it fails in the first year it would be free of charge.

If the equipment were rented from us then this would be free throughout the contract period. Except for damage or sabotage.