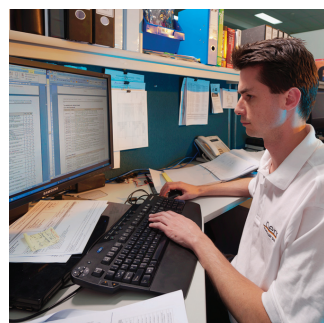


## Service and Support

OEM Technology Solutions is able to leverage our highly trained technical staff to provide excellent support services to our clients worldwide. We know how important it is to have long term availability of products and services to keep your machines and systems operational.

- We provide local electronics service and repair facilities. Our highly trained electronics technicians work with the latest tools to get your product back in the field.
- Because our company designs and develops complex software for 24/7 applications we are able to offer long term software maintenance and development services.
- Electronic products have a lifespan and we are able to offer replacement product solutions to keep your machines operational.
- We track and manage the service history of installed products for each customer by individual component, serialized part level or revision level across locations.
- We maintain consistent, accurate pricing for labour, parts, products and consumables.
- We manage forward and reverse logistics for all types of parts and product transactions, including returned material authorizations (RMAs), exchanges and repairs.
- We offer comprehensive service level agreement (SLA) with defined response and resolution times.
- We work with complex distribution networks to manage returns, including global parts depots, in-country hubs, regional distribution centres, field stocking locations and third-party repair centres.
- We schedule assignments based on customer priority, part availability, or service request priority.



SERVICE & SUPPORT

### Contact us:

Unit 13, 82 Reserve Road  
Artarmon, Sydney  
NSW 2064 Australia  
T: +61 (0)2 9966 9424  
F: +61 (0)2 9966 9429  
E: [support@oem.net.au](mailto:support@oem.net.au)

### Europe

Zeppelinstr. 71-73  
81669 Munich Germany  
T: +49 (0)89 45835 457  
F: +49 (0)89 4488 896  
E: [saleseurope@oem.net.au](mailto:saleseurope@oem.net.au)