



EMERGENCY AFTER HOURS STARTUP AND ENGINEERING/RECONFIGURATION POLICY

After-hours technical support (M-F 5 pm - 7am and 24 hours Saturday and Sunday) is for emergency breakdown support to work with customers to get equipment back into normal operation.

Startup services, equipment modification (such as automation integration and/or changes to the original configuration of the equipment), and engineering services are not included in SPOC emergency after hours technical support.

If a request is made for startup help, modification/application reconfigure help or engineering help, these services are available during normal office hours (M-F 7:00 am to 5:00 pm). Please call (844) 776-2833 or (205) 661-3642 and ask for technical support.

If a continued request for help with these services is still required during after hours, we will need a Purchase Order or valid credit card to proceed. These services will be billed at \$200.00 per hour cumulative time (from first call to last). This also must take into consideration the availability of a technician that can perform the specific task needed.