



LimbicMedia
INTERACTIVE TECHNOLOGIES

Remote Support Policy

We want to ensure you receive the best possible experience with our products and services. In the interest of transparency, we would like to inform you about our remote troubleshooting and support policies.

Before requesting an on-site visit from one of our engineers, please perform basic troubleshooting steps for our system. Our remote support team is available to guide you through this process and can help diagnose and resolve many common issues. In many cases, remote support can save you both time and money.

Please note that if we need to dispatch an engineer to your location, the cost of this visit will be the client's responsibility. If a lift is required to access any equipment, the client will also be responsible for covering this charge. Please consider this potential cost when installing lighting in difficult-to-reach places. We trust you understand that these policies are in place to ensure we can continue providing high-quality service at competitive prices.

Rest assured, if it is determined that a replacement is needed for a component covered under warranty, Limbic Media will cover the cost of the replacement part. Our commitment to your satisfaction is our top priority.

We appreciate your understanding and cooperation in adhering to these guidelines. If you have any questions or concerns, please do not hesitate to contact our support team.

Thank you for choosing Limbic Media as your trusted partner.