

# Wasp

## BARCODE TECHNOLOGIES

[Portal](#) > [Knowledgebase](#) > [FAQs](#) > [Service Agreement](#)

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### Service Agreement

Sicaro Burnett - 2023-12-21 - in FAQs

Wasp Support is committed to delivering high quality technical support to our customers.

This Service Agreement outlines the current services, process, and resources we use to provide the best possible support.

#### **Wasp Support Services:**

Wasp Support offers several Paid Services. We will either perform the work required or provide guided assistance through certain tasks. We may use remote desktop assistance or stay online and walk our customers through the services below. Some services are handled in house before shipping products to our customers.

- Hardware/ Software Installation
- Data migration and import
- Custom Labels, Reports
- Custom Hardware programming and configuration

Phone, email, and knowledge base support for the following is included with your purchase:

- Assistance with software installation, setup, and general instructions.
- Printer, Scanner, Mobile and Time Clock setup and use.
- Hardware troubleshooting, testing and In Warranty/ Out of Warranty repairs.

It is our goal to resolve issues at the time of the call or during first contact. On certain issues, tickets may be escalated for consultation, further research, or testing. Tickets submitted through our support site are generally answered within 4hrs or less during business hours.

### **Wasp Support Hours of Operation:**

Wasp Support email and phone support services are available during the following hours of operation:

US/ CA

Mon – Fri	8:00 AM to 6:00 PM US Central time
Sat & Sun	Office is closed

- Toll Free Phone Support - US/CA: 866.547.9277 or for UK/ EU: +44 845-430-1971
- Email and Online Ticket Support - <https://support.waspbarcode.com/new-ticket>
- Self Help knowledge base - <https://support.waspbarcode.com/kb>