Service Agreement

Sicaro - 2026-10-27 - 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 a variety of paid services designed to help customers successfully install, configure, and maintain their systems. Depending on the service requested, our team will either perform the required work directly or provide guided assistance throughout the process. Support may be delivered through remote desktop sessions, online walkthroughs, or in-house configuration prior to shipment.

Paid Services Include

- Hardware/ Software Installation
- Data migration and import services
- Custom labels and report creation
- Custom Hardware programming and configuration

Included Support Services

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 device, and time clock setup and operation
- Hardware troubleshooting, testing, and both in-warranty and out-of-warranty repair assistance

Our goal is to resolve issues during the initial contact whenever possible. In some cases, support tickets may be escalated for additional consultation, research, or testing.

Tickets submitted through our support portal are typically answered within 4 business hours or less during normal 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