



Technical Support & Maintenance Agreement

Maintenance Plan

Ongoing maintenance and reporting are key to keeping your OZZI Machine current and operational for its intended purpose. With our maintenance and support plan, you can preserve the value of your investment and ensure continued operation. The OZZI Machine operates 24x7 and already runs daily self-checks to ensure proper options.

Dedicated Support

Imprint, an OZZI Partner, remotely monitors the OZZI collection system, which allows us the ability to diagnose potential issues while the machine is in service. The OZZI maintenance agreement provide 8x5 technical support & troubleshooting. If an issue arises, we'll get your OZZI Machine back up and running quickly – limiting downtime and overall impact. Our plans include:

- Reporting & Device Analytics via email to key personnel
- System Alerts & Notices – box is full, low or out of tokens, or operational issues
- Software patches, releases, upgrades and updates
- Remote troubleshooting and support for operational issues – Machine maintains secure wired/wireless connection to the OZZI Management Cloud
- Prompt problem diagnosis, root cause analysis and corrective actions through a secure connection to your OZZI Machine
- Case management metrics to help with root cause analysis and employee training

Issue Response

With the OZZI Technical Support & Maintenance Agreement, you will receive the support you require based on the urgency of your issue. Each case is assigned a unique reference number and severity level that proceeds through the following steps:

1. Creating a case, logging the inquiry and gathering preliminary information
2. In-depth troubleshooting and diagnosis with our support team
3. Root cause analysis, reproduction and restoration

Phone Support

9am – 5pm ET. Monday – Friday. 855-476-6994, option 4 (Messages can be left and will be returned the next business day.)

Standard Email Support

9am – 5pm ET. Monday – Friday. Support@PlanetOZZI.com

Onsite Installation & Advance Support – Available – Inquire for pricing