



Date: 6/24/2019

Subject: Obtaining After Hours Technical Support

Equipment: All Equipment

Description: Obtaining after hours technical support

Tech Question: How do I get technical support after hours or on the weekends when Smartrise is closed?

Tech Tip Solution: To obtain after hours support during non-operating business hours please call 916-457-5129. Select Technical Support (Option #1). Once prompted please leave your full name, contact phone number, job number and issue you are experiencing.

Note: A message must be left, or our on-call tech will not be notified of your call.

Once message is left our on-call tech will be notified of your call. In some instances, our on-call tech will be able to get right back to you. In other instances, our on-call tech may not be able to assist immediately, however you will be notified via a quick call back or text from our on-call tech that he will be in position to assist in "X" amount of time. We want to make sure you as the customer is made aware the after-hours request was received and the on-call tech is on his way to assist.

If you have any further questions, please reach out to our Technical Support department by phone: **916-457-5129** or by email: support@smartrise.us

(Standard Technical Support Hours) M-F 6am CST to 5pm PST

