

TLJ Support Plans



TLJ's commitment to providing best in class customer service and aftersales support really sets us apart from the competition. Our field engineers and support staff are directly employed by us, no sub-contractors or call centres. They are highly trained, qualified and experienced in all aspects of our electronic smart door locks and access control systems.

Support Plans

We understand that every customer has different needs when it comes to service and support so we have developed two levels of support plan to ensure you have the back-up you need, when you need it.

TLJ Prime is our standard support package and is included with all installs on both our Qlite and Qcloud operating platforms, this provides customers with round the clock support from our help desk, 365 days of the year. Our dedicated support team will talk you through the required diagnostics over the phone and dial in remotely to help you resolve your support issue.

For a package that includes an enhanced level of support as well as on site servicing you should select our TLJ Premium plan which includes an annual service visit, annual battery replacements and a range of other benefits to ensure your battery operated locks continue to operate seamlessly.

Benefits	Prime	Premium
Same day support ticket response	✓	✓
24/7 365 'Log a Call' phone support	✓	✓
Remote dial in assistance	✓	✓
Annual full site lock set battery change		✓
Full Service of all moving parts annually		✓
Lifetime hardware warranty*		✓
Emergency call outs included**		✓
15% discount on key card re-orders***		✓
Up to 50% discount on peripherals		✓

Benefits In Detail



Same day support ticket response

This handy online tool is found at www.tljgroup.com/support. It allows you to submit details of the problem being encountered and relevant contact details so a member of our support team can contact you directly with assistance.



24/7/365 'Log a call' phone support

The TLJ Helpdesk is available round the clock, 365 days of the year, providing support when you need it most. Our in house team have the knowledge and expertise to guide you through a simple set of diagnostics that will enable them to diagnose and fix your issue promptly and professionally.



Remote dial-in assistance

Via secure, remote login a member of our support team can remotely access your PC(s) to provide seamless support in an instant. Reducing the need for unnecessary travel, our team can diagnose and fix software and programming issues as if they were right there on site. This service requires customers to have TeamViewer software downloaded.



Annual full site lock set battery change

A significant proportion of lock issues reported to the TLJ Helpdesk are related to batteries running low. This can cause frustration for end users and result in headaches for maintenance teams. A major element of maintaining your locks is ensuring their batteries have adequate capacity. TLJ remove this burden with an annual site visit, where a TLJ engineer ensures all batteries are changed in all lock sets. TLJ use their own brand of battery, as over the years we have obtained an in depth knowledge of the performance required from AA power cells to best operate an electronic door lock. Our bespoke, branded batteries are optimised for longevity and reliability in our locks.



Benefits In Detail



Full Service of all moving parts

Your TLJ electronic locks will be operated thousands of times over the space of a year and just like any system in a property they will benefit from an annual service. During the annual battery change our engineers will conduct a five point check on your locks, identifying any wear and tear and helping to prevent future maintenance issues.



Lifetime hardware warranty*

During the life of your TLJ Premium support plan you will never incur costs for repairing battery powered locks, even if a full new lock is required! This includes replacement parts such as battery packs, mortises and circuit boards. Once our support team confirm the repair or replacement simply send the faulty part back to TLJ with a returns form and we will do the rest. The extended hardware warranty includes RFID encoders, management packs and license key 'dongles'. For items not covered by our lifetime warranty such as hard wired access readers, controllers or peripherals like exit buttons there's the benefit of up to 50% discount on replacements.



Emergency call outs**

There may be a time when telephone and remote dial in assistance is not enough and we are unable to resolve the issue remotely. After following the full TLJ diagnostics process, if our support team cannot resolve the issue we will arrange for an engineer to attend site and resolve the issue for you. For non Premium plan customers an engineer call out is charged at £588.50 +VAT.



15% discount on key cards***

No limit on quantity, including custom printed design key cards. Simply ask for your Premium Service Plan Discount when ordering.



Up to 50% on replacement TLJ peripherals

This includes items such as hard wired readers, exit buttons, magnetic locks and break glass units. These are not covered under the extended warranty but are discounted up to 50% if replacements are required. Please note this discount does not apply to new installations on additional doors or on items that need to be replaced due to intentional damage or misuse.



For more information on
TLJ Support Plans
email sales@tljgroup.com
or call **01482 830334**

* Specific hardware covered by Lifetime Warranty:

Encoder, Battery locks including mortise, Software license dongle, Management pack

Lifetime Warranty valid for duration of TLJ Premium Service Plan only.

Please note, hard-wired access readers and peripherals are not covered under the extended warranty, but are discounted up to 50% if replacement is required. Any faults deemed to be as a result of mis-use or intentional damage will not be covered. This is a return to base warranty, any faulty parts must be authorised for return and be accompanied by a valid returns form before any repairs are carried out or replacements dispatched.

** Emergency call outs are at the discretion of TLJ. Various diagnostic procedures must be completed with our support team before a call out can be authorised. To complete the diagnostic process you will need the management login, the cap tool, the override key, on-site spares and have TeamViewer downloaded to your PC. In the case of a fault with a battery powered lock, the customer is responsible for carrying out repairs using on-site spares.

*** Please request Premium Service Plan Discount when placing key card re-orders.

TLJ Access Control

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