



TOTAL SUPPORT INITIATIVE

SPY® is proud to introduce its Total Support Initiative (TSI) program. The TSI program is intended to greatly enhance service, as well as quality control for customers and distributors. The TSI program will enable many distributors to enter or expand rental and services without taking on additional overhead and liability. This new system will also ensure that all customers receive top quality SPY® products, accessories and support.

HOLIDAY DETECTOR & PIG TRACKING SYSTEM SALES

In the past, numerous SPY® distributors carried SPY® Holiday Detectors & Pig Tracking Systems on consignment. As part of the TSI program, SPY® has expanded product inventories to provide same or next day shipping from our warehouse to all domestic distributors or direct to domestic customer locations, thus saving shelf space for distributors. As always, overnight shipping is available (premium charges apply). Warranties will be recorded at the time of shipping to ensure the customer receives the full warranty benefits. For distributors who choose to purchase and stock SPY® Holiday Detectors & Pig Tracking Systems, the warranty will continue to be fully transferable to customers with proper notice to SPY® within a 90-day time frame. The full warranty will continue to activate at the time customers take possession of the new unit.

HOLIDAY DETECTOR & PIG TRACKING SYSTEM WARRANTIES

The current SPY® warranty terms will apply to all SPY® Holiday Detector & Pig Tracking System sales. Customers and distributors can send any defective equipment directly to SPY® for a prompt repair / replacement at anytime by filling out the online service form on the Service & Repair page of our website.

HOLIDAY DETECTOR & PIG TRACKING SYSTEM RENTALS

As part of the TSI program, SPY® will provide our customers with a full-scale product rental service. By employing our expanded fleet of fully inspected and factory calibrated Holiday Detectors, Jeep Meters, and Pig Tracking Systems, any distributor or customer can now benefit from our easy rental process by simply notifying SPY® of a rental need. Rental units will quickly ship from the factory within 24 hours. Customers will benefit by having direct access to the full support services of SPY®.

Note: Rentals are only available in the U.S.





HOLIDAY DETECTOR & PIG TRACKING SYSTEM REPAIR

At SPY®, the quality of our product support is as important as our products. All damaged units should be tested to ensure proper operation and the safety of the operator. Like the vast majority of manufacturers, SPY®'s technology, manufacturing and testing techniques are all closely held. Our repair operations are unique and performed to the highest standards. Our proprietary testing methodologies are the result of over 65 years of experience and our repair record of success is unmatched. That is why SPY® provides customers with a 90-day no charge guarantee on factory repairs.

To maintain this standard of quality, repair parts will no longer be available to unauthorized repair facilities. Any repair conducted at any other domestic location other than SPY®'s factory in Houston or Authorized Service Center will void the warranty.

As part of the TSI program, SPY® will continue to fully credit and support distributors with quality assured repairs and not support any potentially injurious activities, which may deter from our product's good name and the safety of our customers.

FIELD SUPPORT

Customer satisfaction is SPY®'s primary goal, we encourage all purchase or rental customers to contact us if support with our product is needed. Experienced Engineers and Service Technicians who are intimately familiar with our product lines are readily available via telephone or e-mail. For effective troubleshooting, it is recommended that all Holiday Detector & Jeep Meters be factory calibrated no less than every 12 months (or sooner depending on heavy usage).

Through these enhanced service, traceability and accountability measures, SPY®'s TSI program will take an extra step to protect valuable customers, distributors and SPY®. If you have questions feel free to contact your SPY® Representative.

TOTAL SUPPORT INITIATIVE (AT A GLANCE)

- Expanded product inventories to allow for same or next day shipping, minimizing the need for distributors to stock SPY® products.
- Warranty benefits will continue to be transferable with proper notice to SPY®.
- Expert field support is available via telephone and email with our factory personnel and engineering staff.
- Customers can be assured that all rental units are professionally cleaned, checked and calibrated between rentals.
- Factory repairs are performed to a high standard of quality and, thus, repair parts will be limited to only those known to wear.