

Post Installation Expectations

1. Fill out the Post-Installation Checklist completely on every install.
 - a. Checklist is found on our website
 - i. <http://www.wentworthtechnology.com/support/speedthru-support-documents>
 - b. Technician fills out the checklist after install is completed
 - c. Pictures of the following are required to ensure quality:
 - i. Loop Detector Mounting and Wiring
 - ii. Base Station Mounting and Wiring
 - iii. Speaker and Microphone Positioning
 - iv. Battery Charger Placement
 - v. Timer Wiring
 - d. On-site manager must sign off on checklist that installation is complete and the system is in acceptable working condition.
 - e. Send a copy of the completed checklist and pictures to service@wentworthtechnology.com within 48 hours of installation.
 - f. Wentworth Technology Warranty Registration Card must be filled out online within 48 hours after installation.
 - i. http://www.wentworthtechnology.com/support/warranty_registration
2. First follow up call to franchisee is made within one (1) week of installation.
 - a. Look for:
 - i. Sound Quality
 - ii. Proper Training
 - iii. Professionalism and Quality of Installation Team
 - iv. Understanding of Support Process
 - b. Use Post-Installation Checklist to guide further questions.
3. Second follow up call to franchisee is made one (1) month after installation.
 - a. Check in on quality and ease of use
 - b. Look for future sales opportunities
 - c. Look for referrals