



East Kootenay Electronics
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Golden, BC V0A1H0
Phone 250-344-6633
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Seanix On-Site Service Procedure

Dear Seanix End-User,

All Seanix on-site warranty service is to be initiated by a call from the end-user directly to the Seanix Helpdesk. Seanix will dispatch an ASC (East Kootenay Electronics) to do the on-site repair if required.

Seanix helpdesk numbers are as follows: English 1-877-973-2649 or French 1-800-742-1225.

Seanix will generate both an on-site call number and corresponding priority 1 work order. They will send replacement parts to the ASC and dispatch the ASC for priority service. The standard service procedure is for next day delivery.

Once the repair is complete the ASC will close the call with the Seanix Helpdesk and no further action is required of the end user.

Thank you for your cooperation in this matter, by following this procedure Seanix and East Kootenay Electronics can continue to provide fast and professional service.

East Kootenay Electronics
Seanix Helpdesk Support