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<https://rbdinstruments.com/support/technical-support.html>

## Technical Support Credits

Why do I need to pay for technical support before I can get help with PHI system and unit issues?

RBD charges a minimum of 1 hour of technical support time before we can address any issues. This is the policy because most companies and universities cannot agree to pay for services after the work has been done. If you received service without first getting approval in the form of a purchase order or credit card payment, RBD would be violating your company's or university's policy and would not get paid for any services provided. This can present a dilemma because it is not known how much technical support will be needed until after work is begun. Once a PO is issued or a credit card charged, draw-downs are made on your TSC account (discussed elsewhere in this FAQ) as work is performed. When the technical support time runs out, you need to buy more time.

How do I request technical support from RBD?

You need a Technical Support Credit (TSC) account to receive technical support. As mentioned above, you need to purchase at least one hour of TSC. Once you set up your TSC account, send an email to [support@rbdinstruments.com](mailto:support@rbdinstruments.com) or [open a ticket](#) on the portal. You'll need to [register on the portal](#) to open a support ticket.

How do I buy Technical Support Credits (TSCs), that is, create my TSC account?

You request a quote for the number of hours you need, starting with a one-hour minimum. To request a quote, send an email to [sales@rbdinstruments.com](mailto:sales@rbdinstruments.com) or [open a ticket](#) on the portal. When you receive the quote, you either pay for the TSCs with a credit card or you send a purchase order to RBD. A TSC account is then created for you.

How may I use Technical Support Credits (TSCs)

You may use them for technical support assistance, or even to pay for repairs, buy parts, and pay for shipping. They're there for whatever you need to buy. Many customers get TSCs in quantity because it minimizes the number of purchase orders they need to get.

RBD keeps track of the time spent helping you, starting in 5-minute increments. This includes calls, emails, online sessions (like Zoom or WebEx). Your TSC account is charged based on the amount of time spent working with you and the billing rate in effect at the time the work is done. (See "How much will you charge me..." below for more information).

**How much will you charge me (deduct from my TSC account) when I use my TSCs?**

RBD charges your TSC account based on the hourly technical support rate in effect at the time the support is provided.

Your technical support account is established based on the amount you pay, not necessarily for the amount of time you purchased. For example, you paid \$220 because RBD's hourly rate for technical support at the time was \$220. When you use your TSC time, let's say the technical support rate is \$250 per hour. RBD then spends 15 minutes working on emails for you. RBD would deduct \$62.50 ( $15/60 * \$250$ ) from your TSC account.

If you buy products, repairs, or pay for shipping using your TSCs, your account is charged at the rate for these items based on the price list at that time.

**What happens if I run out of Technical Support Credits (TSCs)?**

You can buy more TSCs at any time. All we need is a purchase order or credit card (see "How do I buy TSCs," above).

**Can you tell me how much I have available in my TSC account?**

RBD can provide you with a report that shows how you've used your TSCs at any time.

**Is there any free technical support available?**

Yes, there's a blog, [RBD TechSpot](#). There's also a knowledge base on the [portal](#).