
Technical support

Posted by kevin blackman - 2009/07/30 12:10

Unit failed on first flight after working nicely for the first hour.

One would figure a quick call to customer service would clear up any user learning curve issues.

Not so, all technicians are at Sun n Fun trying to sell more units.

No answer to voice messages

No answer to email requests for support

Spoke to Megan but still no response.

Apparently technicians are always attending at conventions.

I am wondering if the money i paid is still functioning well ???

If no response by end of business today (Day 2) i will send the unit back!!

For the first 60 minutes that the unit was functioning it was truly a marvel and very helpful.

Maybe it is time to out-source technical support to India

Any support no matter how poor would be an improvement to no support at all !!!

I will update if/when the conditions change.

I am copying this message and forwarding to all the publications that gave positive reviews.

This truly sucks.

kevin Blackman Lethbridge, Canada

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