

Emesent Customer Experience

Support when needed, success that counts.

Enhancing your experience every step of the way

At Emesent, we are committed to ensuring every customer enjoys a seamless and supportive journey with our products. Our comprehensive customer experience initiatives are designed to guide you through every step of your journey with Hovermap from onboarding to ongoing support and beyond.

Onboarding and Unboxing Experience

Once you receive your Hovermap our Customer Success Specialist will personally connect with you to guide you through the product setup process. This personalised onboarding includes:

- Step-by-step assistance with unboxing and initial setup
- Valuable insights and best practices to help you get started confidently
- Preliminary information on using Hovermap's advanced features to meet your unique needs

The support doesn't end there. After you complete your first scan our team will follow up to see how everything went, answer any questions and address challenges. By providing proactive assistance we ensure you're maximising the potential of your Hovermap right from the start.

Ongoing Support and Engagement

Our commitment to your success goes beyond the initial setup. Throughout your journey with Emesent our Customer Success Specialists will maintain periodic interactions to provide consistent, meaningful support. These touchpoints are designed to:

- Keep you informed about new updates, features, and products
- Offer expert guidance to help you overcome challenges and enhance efficiency
- Gather your valuable feedback to drive continuous product improvement



We also aim to better understand how you use Hovermap in your specific applications. This allows us to provide tailored recommendations and solutions that ensure your success. Our ongoing engagement fosters a collaborative partnership that helps you achieve your goals while shaping the future of our products based on your experiences.

Emesent Academy: Online Product Training and Support

The Emesent Academy is your gateway to detailed product training and certification for all core Emesent products and applications. With easy to access online modules you can:

- Build foundational knowledge of Hovermap's features and capabilities
- Enhance your skills with advanced training tailored to your needs
- Gain certifications that boost your professional growth

Whether you're new to Hovermap or looking to expand your expertise the Emesent Academy provides the resources to support your journey.

Emesent's Knowledge Base

Our Knowledge Base is an extensive resource designed to provide quick, reliable answers to your questions. With detailed guides, manuals, and troubleshooting tips it's your go to support hub. Accessible 24/7 the Knowledge Base empowers you to:

- Resolve challenges independently
- Save time by finding answers without waiting for support
- Gain deeper insights into Hovermap's advanced features

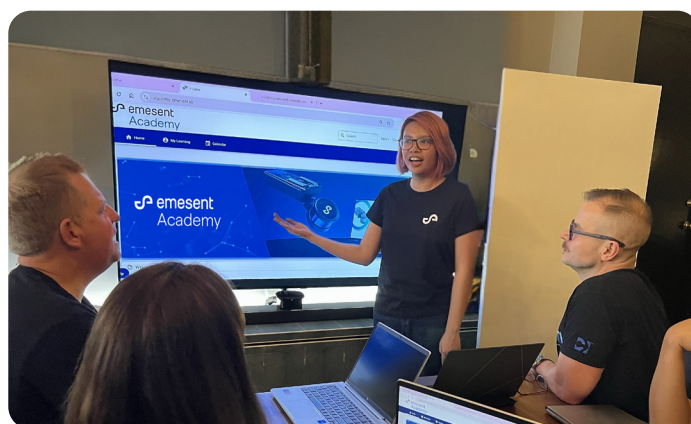
This comprehensive resource ensures you always have the information you need at your fingertips.

Hovermap Extended Warranty Program

For added peace of mind we offer an extended warranty program to protect your investment. Benefits include:

- Coverage beyond the standard warranty period
- Reduced downtime with access to streamlined servicing
- Assurance of ongoing reliability for your Hovermap

Speak with your sales or support representative to learn more about extended warranty options and how they can benefit you.



Loans and Equipment Hire

We understand that unexpected situations can arise. Our loans and equipment hire program is designed to help you:

- Continue operations if your Hovermap is undergoing repairs or servicing
- Access equipment during unforeseen incidents to maintain your operations
- Scale up temporarily with extra Hovermaps for specific projects or peak periods (cost applies)

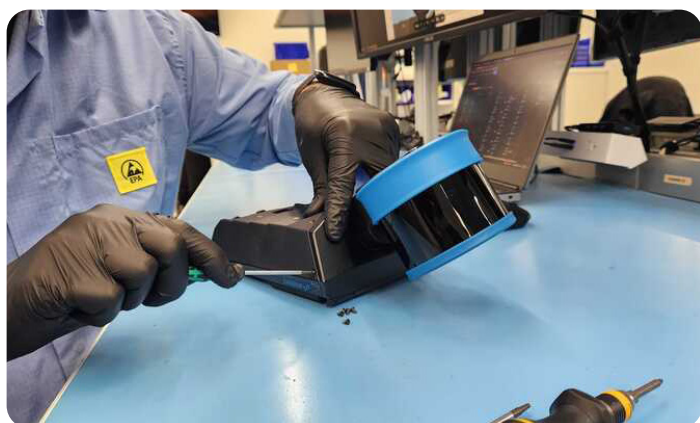
Contact our team to explore flexible options that suit your requirements and ensure your work remains uninterrupted.

Hovermap Servicing, Repairs, and Maintenance

To keep your Hovermap performing at its best regular maintenance is essential. We recommend an annual service to ensure optimal functionality. Our servicing options include:

- Repairs to address any damage or wear
- Recalibrations to maintain precise performance
- Comprehensive maintenance to extend your product's lifespan

Additionally we offer an annual servicing and maintenance plan for added convenience and cost savings. Speak with your sales or support representative to discuss the best plan for your needs.



At Emesent, your success is our priority. From onboarding to ongoing support, training, and tailored solutions, we're dedicated to delivering a customer experience that's supportive, collaborative, and impactful every step of the way.

Technical Support:
customer-success@emesent.io

Account Care:
customer-care@emesent.io