

Distance Support Policy - 2022

Angle Incorporated does not provide technical telephone or offsite support without a formal contractual or purchase order relationship with the customer.

Our Field Service Technicians will assist with fault identification and proper system operation by referring all inquiries to the technical manual provided for each Advanced Degaussing System. The Technician will refer inquiries to the section/paragraph of the technical manual that can provide guidance. If detailed equipment-specific information and support for maintenance and repairs is required, whether by telephone, email, or onsite, our insurance provider requires that we have a legally binding document that constitutes a formal customer-vendor relationship



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