

# SERVICE PROCEDURE

To log a service query:

Send an email to [support@LS360.co.za](mailto:support@LS360.co.za)

Include this information:

- 1 MACHINE SERIAL NUMBER
- 2 MODEM NUMBER (POS UID)
- 3 SHORT DESCRIPTION OF PROBLEM AT HAND

LS360 will resolve the problem remotely if possible. If the problem cannot be resolved remotely, a technician will be scheduled.

If the machine has a mechanical issue, then costs are for the customer's account.



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