

# ● WELCOME TO SAFETY VISION



## You're now a part of our family!

Safety Vision develops our solutions to make your job easier and safer, and it's important to us that your new products are not only installed correctly and working as designed, but that you're also educated about and confident in their operation.

By leveraging the extensive skill and technical expertise of our team members, we pride ourselves in delivering premium service. Your Account Executive is only the first of many here to support your mobile surveillance needs - you now have an entire company behind you. On the back of this letter, you'll find direct contact numbers to put you in touch with the Visionaries that can most easily help with any concerns or issues you might experience.

The solution you've selected is the result of years of feedback from clients like you who have helped us to understand the needs of your industry. Never hesitate to share your ideas and input with us, and again welcome!

Sincerely,

**BRUCE SMITH**  
Founder/ CEO





## Client Support

The Client Support department prides itself on being the voice of Safety Vision. Contact Client Support for the following:

- Warranty requests, verifications, and questions
- Pricing on replacement parts and services
- General questions about Safety Vision

When calling Client Support, be sure to have unit serial numbers, order numbers, or invoice numbers regarding your request.

# 713-929-1111



## Technical Support

Safety Vision's Technical Support is based in the United States and is ready to help you learn about your products or resolve any problems after they have been installed. Contact Technical Support for the following:

- Hardware problems or questions
- Video recorder configuration concerns
- Software installation and use

When calling Technical Support, be sure to have the model name or part number of the product you're calling about.

# 713-929-1164



## Sales

The Sales Department is the core of Safety Vision! Our dedicated Account Executives are here to help you acquire the equipment you require. Contact Sales for the following:

- New equipment purchases
- Adding new vehicles to an existing fleet
- Customer referrals

When calling Sales, it's best to contact your Account Executive directly using the information they provided. If you're a new client or not sure who your Executive is, call our main line toll free to be directed.

# 800-880-8855



## Field Service

Our Field Service department manages the installation of Safety Vision solutions on fleets world wide! Our dedicated and qualified Field Technicians ensure your equipment is both installed and setup correctly. Contact Field Service for the following:

- Installation scheduling
- Initial configuration consulting
- Introductions to your new solutions

With Field Service and installation concerns, it's best to contact your assigned Field Technicians directly using the information they provided. If you have additional comments or concerns, contact the Director of Operations.

# 713-929-1136