

Service Contract Information

All KeyWatcher products regardless of the model contain an initial 2-year manufacture parts warranty and emergency after hours phone support warranty through Genesis Resource.

At the beginning of year 3, clients are eligible to extend each warranty through Genesis Resource.



KeyWatcher Parts Warranty Contract

- Fixed annual cost for each KeyWatcher unit (upon request)
- Next day air shipping authorized by a Genesis KeyWatcher Technician
- Remote support to replace part
- Onsite support is available with a separate cost (upon request)
- Replacement parts are under RMA and must be returned
- No longer eligible for parts warranty after the 10th year of KeyWatcher life



Emergency After Hours Phone Support

- Fixed annual cost for each KeyWatcher unit (upon request)
- Technical assistance 24/7
- 15-minute response time
- Remote desktop connection is highly encouraged
- Emergency definition
 - Not responsive to input from the keypad and/or not receiving a signal from a previously installed card reader or fingerprint reader
 - Outer door won't open for normal key returns and removals

For more information, please feel free to contact us.

Sales@genesisresource.com or 480-497-2500