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TethrIt NOW

Transforming Warranty Verification for Techs and OEMs

The Challenge

Service technicians and Original Equipment Manufacturers (OEMs) in the commercial kitchen repair industry face a significant challenge when determining whether an appliance is under warranty before performing repairs. Waiting for warranty verification can lead to significant downtime for their clients, potentially costing them thousands of dollars in spoiled food or lost revenue. Additionally, some of these repairs are not covered by warranty, leading to unexpected costs for the clients and potential revenue loss for the service providers.

The Solution

TethrIt Now provides a game-changing solution to this industry-wide challenge. By integrating augmented reality (AR) and video technology, service technicians and OEMs can remotely verify the issue with the appliance, provide a clear picture of the problem, and submit instant recorded evidence to the manufacturer for faster warranty verification. The AR feature allows for quick guided troubleshooting and guidance to acquire the necessary video evidence for the claim. This real-time communication allows technicians to inform their clients if the manufacturer will cover the repair or if they will be responsible for the cost, all before the repair is completed.

The Impact

TethrIt Now can significantly improve operational efficiency and cost management for service technicians and OEMs. By recovering even 50% of the lost revenue from non-warranty repairs, these service providers can better manage their repair costs and reduce downtime for their clients. This enhances their bottom line and improves customer satisfaction by lowering service disruptions.

Conclusion

TethrIt Now is more than just a tool; it's a strategic maintenance solution for service technicians and OEMs in the commercial kitchen equipment repair industry. It provides real-time, visual customer service and instantly recorded evidence for warranty verification. It ensures efficient communication, increases productivity and ultimately drives profitability. More importantly, it helps these service providers maintain the consistency and outstanding quality their clients expect.

TethrIT Now Key Features:

- Easy two-step process to initiate a video chat session on any device by simply sending a hyperlink via SMS to any smart device.

- Real-time video tech support & AR overlays for efficient communication & collaboration.

- Multi-party calling, with video recording

- ERP & CRM integration