CUART

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SUPPORT

Smart Lockers

Support Cases	Description	Solution	Responsible	Cost (if applicable)
Warranty	In the first year of the locker, where software and hardware failures are evident	Conduct a visit and assess the damage to identify if it is a warranty issue or misuse (or similar).	CUART Team	Not applicable. If not covered by warranty, identify the fault and charge according to the solution.
Connectivity	The machine appears offline, and the problem is determined to be connectivity-related.	1. Automatic Restart: The locker understands it loses connectivity and restarts itself. 2. Manual Restart: Press the restart button on the locker. 3. If not resolved with the above steps, a visit is conducted.	1. Platform 2. CLIENT Team 3. CUART Team (allies)	1. Not applicable 2. Not applicable 3. According to ANS + transportation
Failure in Opening (Retrieval and Restocking)	A locker does not open when entering the code.	1. Attempt to resolve with the client or supplier. 2. Remote assistance from the CUART team to guide the involved party in unlocking. 3. Visit for unlocking and error identification.	1. Not applicable 2. If there is an oversized package, it is considered an error in handling.	1. Not applicable 2. According to ANS

How to initiate support

- Implementation Stage: (1st month of operation)
  - Contact Felipe Rueda directly or the person assigned by him for support.

- Operational Stage:
  - All cases must be sent to ayuda@cuart.co for the support desk to handle the management.

Business Hours
Monday to Friday 8am a 5pm
GMT-5

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