Support

Support Cover over Holiday Periods

The Weavecentrix Office will be closed for the following holiday periods during 2008. Note that dates are inclusive. FromTo
Holiday
Fri 21-Dec-2007Friday 04-Jan-2008
Christmas break
Mon 28-Jan-2008 Australia Day
Mon 10-Mar-2008
Labour Day
Thu 20-Mar-2008
Mon 24-Mar-2008Easter break
Fri 25-Apr-2008 ANZAC Day
Mon 09-Jun-2008 Queen's Birthday
Mon 03-Nov-2008
Tue 04-Nov-2008
Melbourne Cup
Wed 24-Dec-2008
Fri 02-Jan-2009
Christmas break

If you require support cover during any of these periods, you should contact the sales team to discuss your special support arrangements..Daylight Savings Dates in Victoria

Daylight savings ends on Sunday 06 April 2008. The clocks go back one hour.

Daylight savings begins on Sunday 05 October 2008. The clocks go forward one hour.

Support for Weavecentrix Desktop Evaluations

We are happy to provide support for you whilst you evaluate Weavecentrix Desktop using your free evaluation license. We will not charge you for this support and you can contact us as many times as you want. Frequently Asked Questions

If you are having problems and can’t kind your answer in this help manual, your next port of call should be our list of Frequently Asked Questions (FAQs) on the Weavecentrix website - you'll find lots of answers and information there. Click on the icon below to view the FAQs on the website.

Technical Support

If you’ve had a look at the FAQs and still can’t solve your problem, you should log a support request. There are 3 ways of doing this. You are not charged for technical support during our normal office hous.

Technical Support Form on the Website

Technical Support Form

This method of submitting a technical support request enters the request directly into our issue tracking system. This allows you to review the status of your technical support request online.

Click on the support icon below to be taken to the support page on the website.

You have to be a registered user of the website before you can use the technical support form. Registering on the website only takes a few seconds and helps both you and us track your support request.

Telephone for Technical Support

+61 3 9391 8805

If you prefer to phone in your technical support request, please contact us on the following number.

Please have the following information to hand:·   SAP version·   PC hardware specifications·   Operating system·   Weave Desktop version·   Build number·   License number Email to the Technical Support Group

support@weavecentrix.com

If you prefer to email in your technical support request, please contact us on the following email address.

Please include the following information in your email:·   SAP version·   PC hardware specifications·   Operating system·   Weavecentrix Desktop version·   Build number·   License number

 Normal Support Hours

The normal support hours are 9:00 A.M. to 5:00 P.M., Australian Eastern Time, Monday to Friday.

Australian Eastern Time is GMT +10 hours. You can use the World Clock website to work out what time it is in Melbourne relative to your time zone. You can also use their meeting planner to work out when you can call the technical support lines if you are outside of Australia.

Daylight savings is observed in Melbourne. It starts on the third Sunday in October each year and finishes on the last Sunday in March. During daylight savings, 1 hour is added, making the local time GMT + 11 hours. Holidays Periods

The Melbourne office observes Victorian Public Holidays and will usually close between Christmas and New Year. The specific holiday dates are shown on the Weavecentrix support page. Any holidays are posted at least 30 days before they fall due. Out of Hours Technical Support

Weavecentrix can provide you with support agreement for Weavecentrix Desktop outside of our normal office hours or during holiday periods. This agreement is designed to cover intensive maintenance periods such as shutdowns which continue outside of the office support hours. Please contact the sales team to discuss your special support arrangements.