

Lathem Support Information

Lathem offers technical support on a per incident basis, calls for support after the first 30 days are chargeable per incident. Support Agreements are available that enable you to unlimited technical support, no charge upgrades and next day shipment of replacement hardware depending on the Agreement selected.

When calling Lathem for technical support, please have the software version number, serial number, and support agreement number or credit card if not covered by a support agreement and details of the problem for the support agent.

With the Support Plan

Unlimited Telephone Support
Free software upgrades
We send you an exchange clock
Next day shipping if yours goes
Down or is damaged
Repairs on faulty parts & workmanship

Without the Support Plan

Calls for support after the first 30 days from
purchase are billed for each incident
You must purchase any software upgrades
You must send in your clock for repair
After the standard warranty period, charges
apply for repair to damaged or defective parts