

# TwinTech Assistant – Customer Guide

## What Is TwinTech Assistant?

- TwinTech Assistant is an AI-powered assistant used by Twin Electronicz to help customers get faster, clearer service.
- It helps gather information about your device before an in-store inspection.

## What It Helps With

- Understanding common device issues
- Collecting device model and symptoms
- Setting expectations before your visit
- Providing general repair price ranges

## What It Does NOT Do

- It does not provide repair instructions
- It does not guarantee repair outcomes
- It does not give final pricing without inspection
- It does not replace an in-store diagnosis

## How the Process Works

- You describe your device and issue
- The assistant may ask a few quick questions
- You receive general guidance and next steps
- You visit Twin Electronicz for full testing and repair

## Privacy & Safety

- No personal information is permanently stored
- No photos, messages, or private data are saved
- Final decisions are always made by a technician

## Why This Benefits You

- Faster check-in at the shop

- Clearer expectations upfront
- More accurate diagnostics
- Less back-and-forth before service

### Important Notice

- TwinTech Assistant provides general guidance only.
- Final diagnostics, pricing, and repairs are determined in-store by Twin Electronicz after inspection.