

Eero Network Monitoring and Support

We take a proactive approach to protecting your systems

Remote monitoring of all eero devices

We use our state-of-the-art remote monitoring solution to keep an eye on your devices. If we see an issue, we will reach out to you and let you know what we see. If an eero is found to be offline or underperforming, we will take care of it right away.

Full Warranty - no questions asked

We warrant all eeros on the network for as long as you have our support. This includes any devices that you did not purchase from Surge Technology Partners. We will replace any eero that we can not get back online at NO COST to you for the device. The replacement will be that same of better than the defective device.

Password resets

Did you forget your WiFi password? No problem we can reset it for you remotely. Give us a call, drop us an email and open a request on our web site and we can reset that password remotely.

Setup Guest Networks

You are having a party and want people to have internet access, but you don't want to hand out your password. No problem. We can setup a guest network and the password is available for you in your eero app. When the party is over can take down the network.

We keep you up to date

We ensure that all the eeros are kept up to date and running the latest software. This is all done in the background without you needing to do anything or loose network connection.

Advanced tuning

As we observe your network perform, we may see tuning opportunities to make you experience better. We will automatically make these non-intrusive adjustments. These are things like ensuring that your eeros are steering the network traffic the right way or caching the DNS for you to make quicker web searches. We review the network on a very regular basis making sure you get the most out of your investment.

Need something a little different

Eeros can do a multitude of things that you may not need. But if you are looking for advanced features like, static IP address, port forwarding, device blocking, etc. We are also always available to you to talk about network changes or update. The consultation is always at no cost for our supported customers.

Service at a glance

Surge Technology Partners Surge eero Network Monitoring & Support:

- 24x7x365 monitoring of your eero hardware and network
- Correct or replace any defective eero under our full warranty
- Password resets
- Network and eero tuning
- Guest network setup and management
- Keep the eeros up to date
- Security management
- Advanced eero configurations
- Adding more access
- Redesign the layout
- Non-eero related network consulting

Contact us at:

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