

- ▶ Support with guaranteed response times
- ▶ Overview of cases (service level agreement reporting)
- ▶ Remote health checks or analysis of system status
- ▶ Preventive maintenance
- ▶ On-site assistance



Support services



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▶ SUPPORT SERVICES

All products and software systems manufactured by Jotron form part of critical communication and safety systems and are required to operate always. A support agreement with Jotron is your insurance in the unlikely event of equipment failure.

To ensure your system is operating at optimum, we can tailor make any support level agreement by choosing and combining the different levels of options we offer.

Benefits at a glance:

- Support with guaranteed response times
- Overview of cases (service level agreement reporting)
- Remote health checks or analysis of system status
- Planned expenses
- Preventive maintenance
- Configuration assistance
- Hardware repair
- Bug fixes

THIS IS YOUR SUPPORT OPTIONS:

| | |
|---|---|
| 24/7 problem reporting and online ticketing system through e-mail | |
| Technical phone support during business hours | |
| Response time on tickets: | Same business day Next business day or within 3 business days |
| Case reporting | |
| Remote health checks and reports | |
| Repair turnaround time: | 7 days 14 days 21 days or 28 days |
| Refresher training for relevant products - knowledge transfer | |
| Onsite support | |
| Scheduled remote maintenance | |
| Midlife upgrade | |
| Shore Based Maintenance (SBM) | |

The agreements are offered at an annual fixed rate.

Ideally a support agreement should be signed when you order new equipment. Jotron offers the best support prices when the equipment is new.

Agent/Distributor:

Jotron AS reserves the right to change the design and/or specifications at any time without prior notice. Reservations are also taken towards any general errors that may occur.

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